



[Company Logo]

[Return Address Line 1]  
[Return Address Line 2]

[Insert Recipient's Name]  
[Insert Address]  
[Insert City, State, Zip]

[Date]

**RE: Important Security Notification. Please read this entire letter.**

Dear [First Name] [Last Name]:

J. Ranck Electric, Inc. (JRE) recently discovered an incident that may affect the security of your personal information. We want to provide you with information about the incident, the steps we are taking in response, and the steps you may take to guard against identity theft and fraud, should you feel it is appropriate to do so. Please be assured that we have taken every precaution necessary to address the incident.

**What Happened?** On February 23, 2025, threat actors compromised a JRE user's credentials and gained access to several systems in our network. On March 6, 2025, we engaged third-party forensic and legal experts to help us respond to the incident. The forensic experts contained the incident and restored our network on March 10, 2025. During their investigation, however, the forensic team discovered that a threat actor had gained access to files storing personal information.

We have taken additional steps to strengthen the security of our network and to guard against future incidents by implementing enhanced security measures and engaging a third-party managed services provider. In addition, law enforcement, including the FBI, was notified.

**What Information Was Involved?** Based upon the forensic investigation and analysis, we believe that the personal information of a number of our current and former employees was stolen. This information may have included full names and one or more of the following: social security number, address, date of birth, driver license number, bank account number, and medical information. As a result, your personal information may have been exposed during this incident.

**What Are We Doing?** We take the protection of your personal information seriously and are taking steps to prevent a similar occurrence. To help protect your identity, we are offering complimentary access to Experian IdentityWorksSM for 18 months. Read below for further information.

If you believe there was fraudulent use of your information as a result of this incident and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent. If, after discussing your situation with an agent, it is determined that identity restoration support is needed then an Experian Identity Restoration agent is available to work with you to investigate and resolve each incident of fraud that occurred from the date of the incident (including, as appropriate, helping you with contacting credit grantors to dispute charges and close accounts; assisting you in placing a freeze on your credit file with the three major credit bureaus; and assisting you with contacting government agencies to help restore your identity to its proper condition).

Please note that Identity Restoration is available to you for 18 months from the date of this letter and does not require any action on your part at this time. The Terms and Conditions for this offer are located at [www.ExperianIDWorks.com/restoration](http://www.ExperianIDWorks.com/restoration).

While identity restoration assistance is immediately available to you, we also encourage you to activate the fraud detection tools available through Experian IdentityWorks as a complimentary 18-month membership. This product provides you with superior identity detection and resolution of identity theft. To start monitoring your personal information, please follow the steps below:

- Ensure that you **enroll by** [Enrollment End Date] (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: [Enrollment URL]
- Provide your **activation code**: [Activation Code]

If you have questions about the product, need assistance with Identity Restoration that arose as a result of this incident or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at [TFN] by [Enrollment End Date]. Be prepared to provide engagement number [B#####] as proof of eligibility for the Identity Restoration services by Experian.

#### **ADDITIONAL DETAILS REGARDING YOUR 18-MONTH EXPERIAN IDENTITYWORKS MEMBERSHIP**

A credit card is not required for enrollment in Experian IdentityWorks. You can contact Experian immediately regarding any fraud issues, and have access to the following features once you enroll in Experian IdentityWorks:

- **Experian credit report at signup:** See what information is associated with your credit file. Daily credit reports are available for online members only.\*
- **Credit Monitoring:** Actively monitors Experian file for indicators of fraud.
- **Identity Restoration:** Identity Restoration specialists are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARE™:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **\$1 Million Identity Theft Insurance\*\*:** Provides coverage for certain costs and unauthorized electronic fund transfers.

**For More Information.** We sincerely regret any inconvenience or concern caused by this incident. If you have further questions or concerns, please contact Lonna Allen via telephone at 800-792-3822 Ext. 3166 or via email at [lallen@jranck.com](mailto:lallen@jranck.com).

Sincerely,

[Your Signature Graphic]

[Organization Contact, Title]

[Organization Name]

\* Offline members will be eligible to call for additional reports quarterly after enrolling.

\*\* The Identity Theft Insurance is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.