

Five States Energy Company, L.L.C.
c/o Cyberscout
Secure Mail Processing Center
P.O. Box 3826
Suwanee, GA 30024



March 26, 2026

Via First-Class Mail

Notice of Data Incident

Dear [REDACTED],

Five States Energy Company, L.L.C. (“Five States” or “we”) detected a compromise of its network that could have impacted your personal information. We have no indication that your information has been or will be misused. We want to make you aware of the incident and the measures we have taken in response, as well as provide details on steps you can take - should you deem it appropriate - to help protect your information.

What Happened and What We Are Doing

Five States detected and stopped a compromise of its network environment on February 12, 2026. We immediately secured and remediated the compromise, engaged additional third-party experts, and commenced an investigation.

We have worked diligently to determine what happened and what information could have been compromised. Unfortunately, these types of incidents have become commonplace and impact organizations of all sizes. With the assistance of the third-party digital forensic investigation, we determined that your personal information was in investment files subject to unauthorized activity. Please note that we have no evidence at this time of fraud or personal information misuse arising out of the incident.

We take data security seriously. We initiated our incident response immediately to address the source of the compromise and complete an assessment to confirm the ongoing security of our systems. We notified and communicated with law enforcement regarding this incident. We are continuously enhancing our systems’ security to prevent a similar event from occurring in the future. We are also focused on continuous awareness training and assessment of our data security.

What You Can Do

Out of an abundance of caution, we are providing you with access to free credit monitoring through Cyberscout, a TransUnion company. These services provide you with alerts for twenty-four (24) months from the date of enrollment when changes occur to your credit file. We are also providing you with proactive fraud assistance to help with any questions that you might have or in event that you become a victim of fraud.

To enroll for these services at no charge, please log on to <https://bfs.cyberscout.com/activate> and follow the instructions provided. When prompted please provide the following unique code to receive services: [REDACTED]. In order for you to receive the monitoring services described above, you must enroll within 90 days from the date of this letter.

The enrollment requires an internet connection and e-mail account and may not be available to minors under the age of 18. Please note that when signing up for monitoring services, you may be asked to verify personal information for your own protection to confirm your identity. Due to privacy laws, we cannot register you directly. Please note that certain services might not be available for individuals who do not have a credit file with the credit bureaus or an address in the United States (or its territories) and a valid Social Security number. Activating this service will not affect your credit score.

At this time, we are not aware of anyone experiencing fraud as a result of this incident. As data incidents are increasingly common, we encourage you to always remain vigilant, monitor your accounts, and immediately report any suspicious activity or suspected misuse of your personal information. We encourage you to review the Additional Important Information located on the following pages, which includes further steps to safeguard your personal information, such as implementing a fraud alert or security freeze.

For More Information

Please know that we value the protection of our network and the privacy of your personal information, and we understand the concern that these incidents cause. If you have any questions, call **833-877-5095** between 8:00 AM and 8:00 PM EST, Monday through Friday, excluding US holidays.

Sincerely,

Five States Energy Company, L.L.C.
4925 Greenville Ave # 1220
Dallas, TX 75206

Additional Important Information

Monitoring: You should always remain vigilant and monitor your accounts for incidents of fraud and identity theft by reviewing credit card account statements and monitoring your credit report for suspicious or unusual activity. You can report suspicious activity to financial institutions or law enforcement.

Fraud Alert: You can place fraud alerts with the three major credit bureaus by phone and online as set forth below with Equifax, TransUnion, or Experian. A fraud alert tells creditors to follow certain procedures, including contacting you, before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit. Initial fraud alerts last for one year. Victims of identity theft can get an extended fraud alert for seven years.

Credit Report: Consumers are also entitled to one free credit report annually from each of the three credit reporting bureaus. To order your free credit report: visit www.annualcreditreport.com; call, toll-free, 1-877-322-8228; or mail a completed Annual Credit Report Request Form (available at <https://www.consumer.ftc.gov/articles/0155-free-credit-reports>) to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281.

Security Freeze: You have the right to place a security freeze on your credit report. A security freeze is intended to prevent credit, loans, and services from being approved in your name without your consent. To place a security freeze on your credit report, you need to make a request to each consumer reporting agency. You may make that request by certified mail, overnight mail, regular stamped mail, or by following the instructions found at the websites listed below. The following information may need to be included when requesting a security freeze: (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current and addresses for the past five years; (5) proof of address; (6) Social Security Card, pay stub, or W2; or (7) government-issued identification card. It is essential that each copy be legible, display your name and current mailing address, and the date of issue. It is free to place, lift, or remove a security freeze. You may also place a security freeze for children under the age of 16. You may obtain a free security freeze by contacting any one or more of the following national consumer reporting agencies:

<u>TransUnion</u>	<u>Experian</u>	<u>Equifax</u>
1-888-909-8872	1-888-397-3742	1-800-349-9960
www.transunion.com/credit-help	www.experian.com/help/	www.equifax.com/personal/credit-report-services/
<u>Fraud Alert</u> P.O. Box 2000 Chester, PA 19016	<u>Fraud Alert</u> P.O. Box 9554 Allen, TX 75013	<u>Fraud Alert</u> P.O. Box 105069 Atlanta, GA 30348-5069
<u>Credit Freeze</u> P.O. Box 160, Woodlyn, PA 19094	<u>Credit Freeze</u> P.O. Box 9554, Allen, TX 75013	<u>Credit Freeze</u> P.O. Box 105788 Atlanta, GA 30348-5788

Implementing an Identity Protection PIN (IP PIN) with the IRS: To help protect against a fraudulent tax return being filed under your name, we recommend Implementing an Identity Protection PIN (IP PIN) with the IRS. An IP PIN is a six-digit number that prevents someone else from filing a tax return using your Social Security number or Individual Taxpayer Identification Number. The IP PIN is known only to you and the IRS. It helps the IRS verify your identity when you file your electronic or paper tax return. Even though you may not have a filing requirement, an IP PIN still protects your account.

If you don't already have an IP PIN, you may get an IP PIN as a proactive step to protect yourself from tax-related identity theft. The fastest way to receive an IP PIN is by using the online Get an IP PIN tool found at: <https://www.irs.gov/identity-theft-fraud-scams/get-an-identity-protection-pin>. If you wish to get an IP PIN and you don't already have an account on IRS.gov, you must register and validate your identity. Spouses and dependents are eligible for an IP PIN if they can pass the identity verification process. Some items to consider when obtaining an IP PIN with the IRS: (1) an IP PIN is valid for one calendar year; (2) a new IP PIN is generated each year for your account; (3) logging back into the Get an IP PIN tool, will display your current IP PIN; and (4) an IP PIN must be used when filing any federal tax returns during the year including prior year returns.

Fair Credit Reporting Act: Individuals interacting with credit reporting agencies have rights under the Fair Credit Reporting Act. We encourage you to review your rights under the Fair Credit Reporting Act by visiting https://files.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf, or by requesting information in writing from the Consumer Response Center, Room 130-A, Federal Trade Commission, 600 Pennsylvania Ave. N.W., Washington, D.C. 20580.

Federal Trade Commission: More information can be obtained by contacting the Federal Trade Commission Consumer Response Center, 600 Pennsylvania Ave, NW Washington, DC 20580 1-877-IDTHEFT (438-4338) www.ftc.gov/idtheft.