Nordace Limited
Flat A9, 9/F, NCB Innovation Centre, 888 Lai Chi Kok Road
Cheung Sha Wan, Kowloon, Hong Kong
[Return address for U.S. mail processing, if a mail vendor is used]

[Date]

[Customer Name]
[Address Line 1]
[Address Line 2]
[City, State ZIP]

Re: Notice of Data Security Incident

Dear [Customer Name]:

If you received our email notice in September 2026, this letter supplements it and provides additional information for Massachusetts residents. We are writing to inform you of a data security incident involving the Nordace website that may have affected information you provided when placing an order, and to describe the steps you can take to protect yourself.

What Happened

The incident may have affected information you entered when you placed an order on nordace.com between August 2, 2026 and September 17, 2026. We identified and addressed the incident on September 17, 2026, and our investigation, with the assistance of our payment processor, is continuing.

What Information Was Involved

The information that could have been captured is the information entered on the checkout page: your name, billing and/or delivery address, email address, telephone number, payment-card number, card expiration date and card security code (CVV/CVC). Our checkout page does not ask for Social Security numbers, driver's license or other government identification numbers, dates of birth, or medical or health insurance information, and Nordace does not store payment-card numbers on its systems.

What We Are Doing

We have taken steps to contain the incident and notified our payment processor. We have strengthened the security controls protecting our checkout environment, reported the incident to law enforcement, and are notifying the relevant regulators, including the Massachusetts Attorney General and the Office of Consumer Affairs and Business Regulation.

What You Can Do

- Contact your card issuer. Call the number on the back of the card you used for your Nordace order, tell them your card information may have been compromised, and ask whether they recommend replacing the card. Under the card networks' zero-liability policies you generally are not responsible for unauthorized charges that you report promptly.
- Review your account statements. Review the statements for the card you used (and any other payment cards) and report any transaction you do not recognize to your card

issuer immediately. We recommend that you remain vigilant by reviewing your account statements regularly.

- Monitor your credit reports. You are entitled to a free copy of your credit report from each of the three nationwide consumer reporting agencies at www.annualcreditreport.com, by calling 1-877-322-8228, or by writing to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281. Review your reports for accounts or inquiries you do not recognize.
- Consider a fraud alert. A fraud alert tells creditors to take extra steps to verify your identity before opening new credit in your name. An initial fraud alert is free, lasts one year, and can be placed by contacting any one of the three consumer reporting agencies listed below; that agency will notify the other two.
- Consider a security freeze. A security freeze (also called a credit freeze) prevents consumer reporting agencies from releasing your credit report without your authorization, which makes it harder for someone to open new accounts in your name. Under federal law there is no charge to place, temporarily lift or remove a freeze. You must contact each of the three agencies separately; their contact information is listed below.
- Be alert to phishing. Criminals sometimes use incidents like this to make fraudulent emails, text messages or calls appear more convincing. Nordace will never ask you for your full card number, PIN, security code or account password by email, text or telephone. If you receive a suspicious message that appears to come from Nordace, do not click any link and contact us at the number or email address below.
- Report suspected identity theft. If you believe your information has been misused, report it to the Federal Trade Commission at www.identitytheft.gov or 1-877-438-4338, to your state Attorney General, and to your local law-enforcement agency, and obtain a copy of the report; a police report may help you clear fraudulent charges. See “Additional Resources” below.

For More Information

If you have questions about this notice or the incident, please contact us: toll-free at 1-888-295-8538 (24 hours a day); email security@nordace.com; or write to Nordace Limited, Flat A9, 9/F, NCB Innovation Centre, 888 Lai Chi Kok Road, Cheung Sha Wan, Kowloon, Hong Kong (Attention: Incident Response Contact). We sincerely regret any concern or inconvenience this incident may cause you.

Additional Resources

Nationwide consumer reporting agencies – to order a credit report, place a fraud alert or request a security freeze:

Equifax	**Experian**	**TransUnion**
Fraud alerts: Equifax Fraud Alert, P.O. Box 105069, Atlanta, GA 30348-5069 Credit freezes: Equifax Credit Freeze, P.O. Box 105788, Atlanta, GA 30348-5788 1-888-298-0045	Fraud alerts and credit freezes: Experian, P.O. Box 9554, Allen, TX 75013 1-888-397-3742 www.experian.com/help	Fraud alerts: TransUnion Fraud Alert, P.O. Box 2000, Chester, PA 19016 Credit freezes: TransUnion Credit Freeze, P.O. Box 160, Woodlyn, PA 19094 1-800-916-8800

Equifax	Experian	TransUnion
www.equifax.com/personal/credit-report-services		www.transunion.com/credit-help

Federal Trade Commission – information about identity theft, fraud alerts and security freezes, and how to report identity theft: Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Avenue NW, Washington, DC 20580; 1-877-ID-THEFT (1-877-438-4338), TTY 1-866-653-4261; www.identitytheft.gov and www.ftc.gov/idtheft.

For Massachusetts Residents

Right to obtain a police report. Under Massachusetts law, you have the right to obtain any police report filed in regard to this incident. If you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it.

Security freeze. You have the right to place a security freeze on your consumer report at no charge. A security freeze prohibits a consumer reporting agency from releasing any information from your consumer report without your written authorization, which may delay, interfere with or prevent the timely approval of any request you make for new loans, credit, mortgages, employment, housing or other services. There is no charge to place, temporarily lift or permanently remove a security freeze. To place a freeze, contact each of the three consumer reporting agencies listed above by mail, telephone or online and provide the following information: (1) your full name (including middle initial and any Jr., Sr., II or III); (2) your Social Security number; (3) your date of birth; (4) your current address and any previous addresses for the past five years; (5) proof of your current address, such as a current utility bill or telephone bill; (6) a legible photocopy of a government-issued identification card (state driver's license or ID card, military identification, etc.); and (7) if you are a victim of identity theft, a copy of the police report, investigative report or complaint filed with a law-enforcement agency. The agencies will send you confirmation and a personal identification number or password that you will use to lift or remove the freeze.

You may also contact the Office of the Massachusetts Attorney General, Consumer Advocacy & Response Division, One Ashburton Place, 20th Floor, Boston, MA 02108; 617-727-8400; www.mass.gov/ago.

Protecting our customers' information is important to us, and we sincerely apologize for this incident and for any inconvenience it may cause.

Sincerely,

Simon Zhou
Incident Response Contact
Nordace Limited