Return Mail Processing
PO Box 6508
Carol Stream, IL 60197

+ 0000007371 0000001 2100000018377162 NN NN NN

SAMPLE A. SAMPLE
123 MAIN STREET
ANYTOWN US 12345-6789

October 30, 2026

Notice of a Security Incident

Dear Sample A. Sample,

We are writing to inform you of a data security incident. This notice provides information concerning the incident and the service we are offering at no charge to help you protect yourself.

What Happened?

Between approximately September 23, 2026 and September 28, 2026 and on or about approximately October 17, 2026, unknown unauthorized parties accessed certain personal information associated with certain U.S. user accounts of the Crypto Life program offered by Baanx US Corp. The unauthorized access has been contained. Based on the investigation to date, we have found no evidence that customer funds were accessed as a result of this unauthorized access. The incident may have impacted your first and last name, date of birth, address, phone number, email address, transaction history, password (hashed), MFA token (in encrypted form) and social security number, to the extent you provided such data to Baanx US Corp as part of your application for or participation in the Crypto Life program.

What We Are Doing

The unauthorized access has been contained and we have found no evidence that your funds were accessed or affected. To the extent you created an account for participation in the Crypto Life program, your password and two-factor authentication were reset to protect your account. Once you have completed the reset and regained access (see below for instructions), you can continue using your card unless you are notified otherwise.

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We are also offering you 24 months of identity protection services and credit monitoring from a leading identity monitoring services company, Experian, at no charge. These services help detect possible misuse of your personal information and provide you with identity protection support focused on identification and resolution of identity theft. For instructions on completing the enrollment process for these complementary protection services, please refer to the instructions below.

What You Can Do

To the extent you created an account for participation in the Crypto Life program, if you haven't already done so, please follow the steps outlined below:

- Reset your Crypto Life Card password using the feature available in your account under ["My Account"/"Setting"]. You can also follow the below instructions:
  - Navigate to https://card.withcl.com, click on "Login" and select "U.S. account"
  - On the login screen, click on "Having trouble logging in?"
  - Confirm your account using the code sent to your email address.
  - Set a new password that you do not use for any other account.
  - Follow the on-screen instructions to set up two-factor authentication. This is the extra security step used to verify your identity when you sign in.

- Use a new password that you do not use for any other account.
- Set up two-factor authentication.
- Be cautious of unexpected emails, calls or messages about your account, identity or crypto holdings.
- Never share your password, verification codes, recovery phrase or private keys.

If you do not receive a verification code or need help accessing your account, contact support@cl-cards.com.

Please also be cautious of unexpected emails, calls, or messages about your account or crypto holdings. Never share your password, verification codes, Social Security number or wallet recovery phrase with anyone. We will never ask for sensitive information mentioned above by e-mail, phone or message. Only follow guidance from Baanx official channels. Please review the Additional Information at the end of this letter for more information.

For More Information

If you have any further questions regarding this incident, please call our dedicated and toll-free response line that we have set up to respond to questions at 833-918-5929 between the hours of 8 am – 8 pm Central Time, Monday through Friday. Please be prepared to reference engagement [B######] when speaking with an agent.

Sincerely,
Baanx US Corp
850 New Burton Road, Suite 201, Dover, Delaware, 19904

INSTRUCTIONS FOR EXPERIAN IDENTITYWORKS

To help protect your identity, we are offering complimentary access to Experian IdentityWorks℠ for twenty-four (24) months.

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 24 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.

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 24-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** January 29, 2027 (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: https://www.experianidworks.com/1Bcreditmembership
- 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 833-918-5929 by January 29, 2027. Be prepared to provide engagement number [B######] as proof of eligibility for the Identity Restoration services by Experian.

ADDITIONAL DETAILS REGARDING YOUR 24-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, Equifax, and Transunion files 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.

ADDITIONAL INFORMATION

Review Accounts and Credit Reports: You can regularly review statements from your accounts and periodically obtain your credit report from one or more of the national credit reporting companies. You may obtain a free copy of your credit report online at www.annualcreditreport.com, by calling toll-free 1-877-322-8228, or by mailing an Annual Credit Report Request Form (available at www.annualcreditreport.com) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281. You may also purchase a copy of your credit report by contacting one or more of the three national credit reporting agencies listed below.

You should remain vigilant with respect to reviewing your account statements and credit reports, and you should promptly report any suspicious activity or suspected identity theft to the proper law enforcement authorities, including local law enforcement, your state's attorney general, and/or the Federal Trade Commission ("FTC"). You may contact the FTC or your state's regulatory authority to obtain additional information about avoiding and protecting against identity theft. The FTC can be reached at: Federal Trade Commission, Consumer Response Center 600 Pennsylvania Avenue, NW, Washington, DC 20580, 1-877-IDTHEFT (438-4338), www.ftc.gov/idtheft.

By law, you have a right to obtain a police report filed relating to these incidents (if any), and 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 Freezes and Fraud Alerts: You have a right to place a security freeze on your credit report at no cost, which will prohibit a consumer reporting agency from releasing information in your credit report without your express authorization. The security freeze is designed to prevent credit, loans, and services from being approved in your name without your consent. However, you should be aware that using a security freeze to take control over who gets access to the personal and financial information in your credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application you make regarding a new loan, credit, mortgage, or any other account involving the extension of credit. You may request that a freeze be placed on your credit report by calling the numbers of the credit reporting agencies specified below, sending a request to the credit reporting agencies' addresses specified below by certified mail, overnight mail or regular stamped mail, or by visiting the website addresses of the credit reporting agencies below.

A security freeze does not apply to a person or entity, or its affiliates, or collection agencies acting on behalf of the person or entity, with which you have an existing account that requests information in your credit report for the purposes of reviewing or collecting the account. Reviewing the account includes activities related to account maintenance, monitoring, credit line increases, and account upgrades and enhancements. Please contact the three major credit reporting companies as specified below to find out more information about placing a security freeze on your credit report.

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* 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.

As an alternative to a security freeze, you have the right to place an initial or extended fraud alert on your credit file at no cost. An initial fraud alert is a 1-year alert that is placed on a consumer's credit file. Upon seeing a fraud alert display on a consumer's credit file, a business is required to take steps to verify the consumer's identity before extending new credit. If you are a victim of identity theft, you are entitled to an extended fraud alert, which is a fraud alert lasting 7 years. You can place a fraud alert on your credit report by contacting any of the three national credit reporting agencies at the addresses or toll-free numbers listed below.

You can obtain more information about fraud alerts and credit freezes by contacting the FTC or one of the following national credit reporting agencies:

Equifax (www.equifax.com)

General Contact:
P.O. Box 740241
Atlanta, GA 30374
800-685-1111

Fraud Alerts and Security Freezes:
P.O. Box 740256
Atlanta, GA 30374

Experian (www.experian.com)

General Contact:
P.O. Box 2104
Allen, TX 75013
888-397-3742

Fraud Alerts and Security Freezes:
P.O. Box 9556
Allen, TX 75013

TransUnion (www.transunion.com)

General Contact, Fraud Alerts and Security Freezes:
P.O. Box 2000
Chester, PA 19022
800-916-8800