VHV Company
c/o Cyberscout
555 Monster Rd SW
Renton, WA 98057

Jane A Sample
126 Main St
Apt A
Test MA Adult, XX ABC12 DE37

November 19, 2026

Subject: Notice of Data Security Incident

Dear Jane Sample,

I am writing to inform you of a recent data security incident experienced by VHV Company (VHV) that may have affected your personal information. VHV takes the privacy and security of all information within its possession very seriously. Please read this letter carefully as it contains information regarding the incident and steps that you can take to help protect your personal information.

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.

Massachusetts law also allows consumers to place a security freeze on their credit reports. A security freeze prohibits a consumer reporting agency from releasing any information from a consumer's credit report without written authorization. However, please be aware that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit, mortgages, employment, housing or other services.

To place a security freeze on your credit report, you must send a written request to each of the three major consumer reporting agencies:

- Equifax: P.O. Box 105788, Atlanta, GA 30348, 1-800-525-6285, www.equifax.com
- Experian: P.O. Box 9532, Allen, TX 75013, 1-888-397-3742, www.experian.com
- TransUnion: P.O. Box 2000, Chester, PA 19016, 1-800-916-8800, freeze.transunion.com

In order to request a security freeze, you will need to provide the following information:

1. Full name and any suffixes;
2. Social Security Number;
3. Date of birth;
4. If you have moved in the past five years, the addresses where you have lived over the prior five years;
5. Proof of 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.);
7. If you are a victim of identity theft, include a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft;

The consumer reporting agencies have three business days after receiving your request to place a security freeze on your credit report. The credit bureaus must also send written confirmation to you within five business days.

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To lift the security freeze in order to allow a specific entity or individual access to your credit report, you must call or send a request to the consumer reporting agencies and include proper identification (name, address, and Social Security Number) as well as the identities of those entities or individuals you would like to receive your credit report or the specific period of time you want the credit report available. The consumer reporting agencies have three business days after receiving your request to lift the security freeze for those identified entities or for the specified period of time.

To remove the security freeze, you must send a request to each of the three consumer reporting agencies and include proper identification (name, address, and Social Security Number). The consumer reporting agencies have three business days after receiving your request to remove the security freeze. No fee is required to be paid to any of the consumer reporting agencies to place, lift or remove a security freeze.

In order to determine whether any unauthorized credit was obtained with your information, you may obtain a copy of your credit report at www.annualcreditreport.com or 1-877-322-8228. You may also request information on how to place a fraud alert by contacting any of the above consumer reporting agencies. A fraud alert is intended to alert you if someone attempts to obtain credit in your name without your consent. It is recommended that you remain vigilant for any incidents of fraud or identity theft by reviewing credit card account statements and your credit report for unauthorized activity. You may also contact the Federal Trade Commission (FTC) to learn more about how to prevent identity theft:

FTC, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, D.C. 20580, www.ftc.gov/bcp/edu/microsites/idtheft/, 1-877-IDTHEFT (438-4338).

VHV has no evidence of the misuse or attempted misuse of any potentially impacted information. Nonetheless, out of an abundance of caution, VHV is offering you 24 months of complimentary identity protection services through TransUnion, a leader in consumer identity protection. These services include 24 months of credit[1] and dark web monitoring, a $1 million identity fraud loss reimbursement policy, and fully managed identity theft recovery services. In order for you to receive the monitoring services described above, you must enroll within 90 days from the date of this letter.

To enroll in the complimentary services being offered, please visit **www.mytrueidentity.com** and follow the instructions provided. You will need the activation code below.

Your Activation Code: **ABC123DEF456**

New to MyTrueIdentity?

- Visit **www.mytrueidentity.com**.
- Enter the activation code provided above.
- Follow the prompts to create your account and complete your enrollment.

Already have a MyTrueIdentity account?

- Visit **www.mytrueidentity.com** and log in using your existing credentials.
- From the dashboard, select Manage Your Membership under the Membership Details section.
- Enter your activation code.
- Select Activate Now to apply the new membership benefits to your account.

These services provide you with alerts for test from the date of enrollment when changes occur to your credit file. This notification is sent to you the same day that the change or update takes place with the bureau. Finally, we are 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.These services will be provided by Cyberscout, a TransUnion company, specializing in fraud assistance and remediation services.

[1] To receive credit monitoring services, you must be over the age of 18 and have established credit in the U.S., have a Social Security number in your name, and have a U.S. residential address associated with your credit file.

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Please accept my sincere apologies for any worry or inconvenience that this may cause you. If you have questions or need assistance, please call 1-800-405-6108 between the hours of 8:00 a.m. to 8:00 p.m. Eastern time, Monday through Friday, excluding major U.S. holidays. TransUnion representatives are fully versed on this incident and can answer any questions that you may have.

Sincerely,

VHV Company
16 Tigan Street
Winooski, Vermont 05404

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