

PayPal

2211 North First Street
San Jose, CA 95131

February 10, 2026

NOTICE OF DATA BREACH

Dear <<FirstName>>:

The security of our customers' information is very important to us. We are writing to let you know of a cybersecurity incident that affected some of your personal information. We are providing you with information about the incident, our response, and additional measures you can take to help protect yourself.

What Happened?

On December 12, 2025, PayPal identified that due to an error in its PayPal Working Capital ("PPWC") loan application, the PII of a small number of customers was exposed to unauthorized individuals during the timeframe of July 1, 2025 to December 13, 2025. PayPal has since rolled back the code change responsible for this error, which potentially exposed the PII.

We have not delayed this notification as a result of any law enforcement investigation.

What Information Was Involved?

Our investigation determined that some of your personal information was affected by this incident. This could have included your business contact info: name, email address, phone number, business address combined with your Social Security number, and date of birth.

What We Are Doing.

Upon learning about this unauthorized activity, we began an investigation and terminated the unauthorized access to PayPal's systems. We reset the passwords of the affected PayPal accounts and implemented enhanced security controls that will require you to establish a new password the next time you log in to your account if you have not already done so. A few customers experienced unauthorized transactions on their account and PayPal has issued refunds to these customers.

We are offering you two years of complimentary credit monitoring and identity restoration services through Equifax.

What You Can Do.

We encourage you to remain vigilant and review your account information, transaction history, and free credit reports for any suspicious activity. If you notice fraudulent transactions, please contact us.

We also encourage you to enroll in the complimentary three-bureau credit monitoring services that we are offering through Equifax. Please review the Equifax description of services and enrollment instructions on the last page of this letter. In order for you to receive these monitoring services, you must enroll by June 30, 2026.

You should also review the enclosed *Steps You Can Take to Help Protect Personal Information*, which contains additional information on obtaining a credit report free of charge, fraud alerts, and online guidance from the Federal Trade Commission.

To further protect yourself, we recommend the following general security best practices:

- As a reminder, it's best practice to use unique username and password combinations with all websites and services.
- If you detect any suspicious activity on any account, change the password and security questions immediately.
- When links are present in an email, you should hover your mouse over the links to view the actual destination URL and should not click on the link if you are unsure of the destination URL or website.
- You should also pay attention to messages that promote urgency and require immediate action.
- If you are unsure or want to confirm the authenticity of urgent messages, you should visit [paypal.com](https://www.paypal.com) separately and access your PayPal account to view any messages.
- PayPal will never ask you to provide the username and password of your PayPal account or any authentication factors, such as a one-time code, over a call, text, or an email message.

For More Information.

We take the security of your information very seriously, and we sincerely regret any inconvenience that this matter has caused you. If you have any questions, please contact us by clicking: [Help & Contact](#).

Sincerely,

PayPal

Steps You Can Take to Help Protect Personal Information

Fraud Alerts: Under U.S. law, consumers are entitled to one free credit report annually from each of the three major credit reporting bureaus: Equifax, Experian, and TransUnion. To order a free credit report, visit www.annualcreditreport.com or call 1-877-322-8228 toll-free. Consumers may also directly contact the three major credit reporting bureaus listed below to request a free copy of their credit report.

Consumers have the right to place an initial or extended “fraud alert” on their credit file at no cost. An initial fraud alert is a one-year alert, and businesses are required to verify the consumer’s identity before extending new credit. If you are a victim of identity theft, you can place an extended fraud alert that lasts seven years. To place a fraud alert, contact any of the three nationwide credit reporting bureaus:

- **Equifax:** https://assets.equifax.com/assets/personal/Fraud_Alert_Request_Form.pdf
 - Equifax Information Services, P.O. Box 105069 Atlanta, GA 30348-5069
- **Experian:** <https://www.experian.com/help/fraud-alert>
 - Experian, P.O. Box 9554, Allen, TX 75013
- **TransUnion:** <https://www.transunion.com/fraud-alerts>
 - TransUnion, P.O. Box 2000, Chester, PA 19016

Credit Freeze: As an alternative to a fraud alert, consumers also have the right to place a “credit freeze” at no charge on a credit report, which will prohibit a credit bureau from releasing information in the credit report without the consumer’s express authorization. The credit freeze is designed to prevent credit, loans, and services from being approved in a consumer’s name without consent. However, consumers should be aware that using a credit freeze to take control over who gets access to the personal and financial information in their credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application they make regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, consumers cannot be charged to place or lift a credit freeze on their credit report. To request a credit freeze, individuals may need to provide some or all of the following information: (1) full name (including middle initial as well as Jr., Sr., II, III, etc.); (2) Social Security number; (3) date of birth; (4) addresses for the prior two to 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, etc.); and (7) a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft if they are a victim of identity theft. Should consumers wish to place a credit freeze, please contact the three major credit reporting bureaus listed below:

- **Equifax:** <https://www.equifax.com/personal/credit-report-services/credit-freeze>; 1-888-298-0045
 - Equifax Information Services LLC, P.O. Box 105788, Atlanta, GA 30348-5069
- **Experian:** <https://www.experian.com/freeze/center.html>; 1-888-397-3742
 - Experian Security Freeze, P.O. Box 9554, Allen, TX 75013
- **TransUnion:** <https://www.transunion.com/credit-freeze>; 1-800-916-8800
 - TransUnion Credit Freeze, P.O. Box 160, Woodlyn, PA 19094

Federal Trade Commission: Consumers may further educate themselves regarding identity theft, fraud alerts, credit freezes, and the steps you can take to protect your personal information by contacting the three major credit reporting bureaus, the Federal Trade Commission, or your state attorney general. The Federal Trade Commission may be reached at: 600 Pennsylvania Avenue NW, Washington, D.C. 20580; www.identitytheft.gov; 1-877-ID-THEFT (1-877-438-4338). The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. Consumers can obtain further information on how to file such a complaint by way of the contact information listed above. Consumers have the right to file a police report if they ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, consumers will likely need to provide some proof that they have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement and the relevant state attorney general. This notice has not been delayed by law enforcement.

For Georgia residents: You may obtain two additional copies of your credit report, free of charge. You must contact each of the credit bureaus directly to obtain such additional report(s).

For North Carolina residents: You may contact the North Carolina Office of the Attorney General, 9001 Mail Service Center, Raleigh, NC 27699-9001, <http://www.ncdoj.gov>, 1-877-566-7226. You are also advised to report any suspected identity theft to law enforcement or to the North Carolina Attorney General.

For New York residents, the New York Attorney General may be contacted at: Office of the Attorney General, The Capitol, Albany, NY 12224-0341; (800) 771-7755; ag.ny.gov. Information regarding security breach response and identity theft prevention and protection can be found at <https://ag.ny.gov/resources/individuals/credit-debt-lending/identity-theft>.



<First Name> <Last Name>

Enter your Activation Code: <Activation Code>

Enrollment Deadline: July 31, 2026

Equifax Complete™ Premier

*Note: You must be over age 18 with a credit file to take advantage of the product

Key Features

- Annual access to your 3-bureau credit report and VantageScore¹ credit scores
- Daily access to your Equifax credit report and 1-bureau VantageScore credit score
- 3-bureau credit monitoring² with email notifications of key changes to your credit reports
- WebScan notifications³ when your personal information, such as Social Security Number, credit/debit card or bank account numbers are found on fraudulent Internet trading sites
- Automatic fraud alerts⁴, which encourages potential lenders to take extra steps to verify your identity before extending credit, plus blocked inquiry alerts and Equifax credit report lock⁵
- Identity Restoration to help restore your identity should you become a victim of identity theft, and a dedicated Identity Restoration Specialist to work on your behalf
- Up to \$1,000,000 of identity theft insurance coverage for certain out of pocket expenses resulting from identity theft⁶.
- Lost Wallet Assistance if your wallet is lost or stolen, and one-stop assistance in canceling and reissuing credit, debit and personal identification cards.

Enrollment Instructions

Go to www.equifax.com/activate

Enter your unique Activation Code of <Activation Code> then click "Submit" and follow these 4 steps:

1. Register:

Complete the form with your contact information and click "Continue".

If you already have a myEquifax account, click the 'Sign in here' link under the "Let's get started" header.

Once you have successfully signed in, you will skip to the Checkout Page in Step 4

2. Create Account:

Enter your email address, create a password, and accept the terms of use.

3. Verify Identity:

To enroll in your product, we will ask you to complete our identity verification process.

4. Checkout:

Upon successful verification of your identity, you will see the Checkout Page.

Click 'Sign Me Up' to finish enrolling.

You're done!

The confirmation page shows your completed enrollment.

Click "View My Product" to access the product features.

¹The credit scores provided are based on the VantageScore® 3.0 model. For three-bureau VantageScore credit scores, data from Equifax®, Experian®, and TransUnion® are used respectively. Any one-bureau VantageScore uses Equifax data. Third parties use many different types of credit scores and are likely to use a different type of credit score to assess your creditworthiness.

²Credit monitoring from Experian and TransUnion will take several days to begin.

³WebScan searches for your Social Security Number, up to 5 passport numbers, up to 6 bank account numbers, up to 6 credit/debit card numbers, up to 6 email addresses, and up to 10 medical ID numbers. WebScan searches thousands of Internet sites where consumers' personal information is suspected of being bought and sold, and regularly adds new sites to the list of those it searches. However, the Internet addresses of these suspected Internet trading sites are not published and frequently change, so there is no guarantee that we are able to locate and search every possible Internet site where consumers' personal information is at risk of being traded.

⁴The Automatic Fraud Alert feature is made available to consumers by Equifax Information Services LLC and fulfilled on its behalf by Equifax Consumer Services LLC.

⁵Locking your Equifax credit report will prevent access to it by certain third parties. Locking your Equifax credit report will not prevent access to your credit report at any other credit reporting agency. Entities that may still have access to your Equifax credit report include: companies like Equifax Global Consumer Solutions, which provide you with access to your credit report or credit score, or monitor your credit report as part of a subscription or similar service; companies that provide you with a copy of your credit report or credit score, upon your request; federal, state and local government agencies and courts in certain circumstances; companies using the information in connection with the underwriting of insurance, or for employment, tenant or background screening purposes; companies that have a current account or relationship with you, and collection agencies acting on behalf of those whom you owe; companies that authenticate a consumer's identity for purposes other than granting credit, or for investigating or preventing actual or potential fraud; and companies that wish to make pre-approved offers of credit or insurance to you. To opt out of such pre-approved offers, visit www.optoutprescreen.com

⁶The Identity Theft Insurance benefit is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company, under group or blanket policies issued to Equifax, Inc., or its respective affiliates for the benefit of its Members. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.