

Retail Merchandising Services
c/o Cyberscout
PO Box 1286
Dearborn, MI 48120-9998



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March 16, 2026

Dear [REDACTED],

Retail Merchandising Services ("RMS") is writing to inform you of a recent data security event that may impact certain information related to you. Please note, Massachusetts law restricts the information RMS is permitted to include in this letter. However, we take this matter seriously and write to provide you with the information we are able to provide, as well as information regarding resources we are making available to you.

Our review identified the following information related to you in connection with this matter: [REDACTED]

In response to this event, we took steps to secure the relevant account in our email environment and conducted a comprehensive investigation, which was aided by specialists. Once the information that may have been impacted was confirmed, we diligently reviewed the information and to whom it related in order to assess potential notification obligations. Once all necessary aspects of the comprehensive investigation were completed, notification was issued to relevant individuals and requisite regulatory authorities. As the obligation to safeguard the information in our care is of paramount importance to us, we are implementing additional security measures to further enhance our cybersecurity infrastructure, as well as revising and implementing additional policies and procedures regarding data and providing training to our workforce with a goal of minimizing the risk of a future similar incident.

It is recommended that you remain vigilant against incidents of identity theft and fraud by reviewing your credit reports/account statements for suspicious activity and to detect errors. If you discover suspicious or unusual activity on your account(s), it is recommended that you promptly contact the financial institution or credit/debit card company. Additional information and resources are outlined in the *Steps You Can Take to Help Protect Your Information* section of the letter below. As an added measure, out of an abundance of caution, RMS is offering you complimentary credit monitoring for 24 months through Cyberscout, a TransUnion company. Please note, we cannot enroll you in these services directly, however, if you would like to enroll, information and instructions are included in this letter.

We understand that you may have additional questions about this letter. Should you have questions or concerns, please contact our dedicated assistance line through Cyberscout, a TransUnion company at [REDACTED], from Monday - Friday 7:00am to 7:00pm Central Time. Please know that we take this matter and the obligation to safeguard the information in our care very seriously, and we are taking additional steps to bolster our environment and existing cybersecurity protocols.

Sincerely,

Retail Merchandising Services

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STEPS YOU CAN TAKE TO HELP PROTECT YOUR INFORMATION

Enroll in Offered Monitoring Services

We are providing you with access to single bureau credit monitoring/single bureau credit report/single bureau credit score services at no charge. To enroll in the monitoring services, please log on to <https://bfs.cyberscout.com/activate> and follow the instructions provided. When prompted please provide the following code to enroll in the offered monitoring services: [REDACTED].

These services provide you with alerts for 24 months 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. Below please find descriptions of the offered services we are providing through Cyberscout.

- Credit Monitoring
 - Provide you with alerts for 24 months from the date of enrollment when changes occur to your credit file. The alert will be sent to you the same day that the change or update takes place with the bureau.
- Identity Theft Insurance
 - Enrolled individuals will have access to \$1,000,000 in insurance coverage to protect against potential damages related to identity theft and fraud.
 - Available worldwide and includes coverage for identity theft expenses as well as unauthorized electronic fund transfer fraud.
- Fraud Remediation Services
 - Access to team of dedicated specialists at Cyberscout to help you in the event you experience fraud and assist with remediation.

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 years of age. 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.

Monitor Your Accounts

We encourage you to remain vigilant against incidents of identity theft and fraud by reviewing your credit reports/account statements and explanation of benefits forms for suspicious activity and to detect errors. Under U.S. law, you are entitled to one free credit report annually from each of the three major credit reporting bureaus, TransUnion, Experian, and Equifax. To order your free credit report, visit www.annualcreditreport.com or call 1-877-322-8228. Once you receive your credit report, review it for discrepancies and identify any accounts you did not open or inquiries from creditors that you did not authorize. If you have questions or notice incorrect information, contact the credit reporting bureau.

You have the right to place an initial or extended “fraud alert” on a credit file at no cost. An initial fraud alert is a one-year alert that is placed on a consumer’s credit file. Upon seeing a fraud alert, 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 lasting seven years. Should you wish to place a fraud alert, please contact any of the three credit reporting bureaus listed below.

As an alternative to a fraud alert, you have the right to place a “credit freeze” on a credit report, which will prohibit a credit bureau from releasing information in the credit report without your express authorization. The credit 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 credit freeze 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. Pursuant to federal law, you cannot be charged to place or lift a credit freeze on your credit report. To request a credit freeze, you will need to provide the following information:

1. Full name (including middle initial as well as Jr., Sr., III, etc.);
2. Social Security number;
3. Date of birth;
4. Address for the prior two to five years;
5. Proof of current address, such as a current utility or telephone bill;
6. A legible photocopy of a government-issued identification card (e.g., state driver’s license or identification card); and
7. A copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft, if you are a victim of identity theft.



Should you wish to place a fraud alert or credit freeze, please contact the three major credit reporting bureaus listed below:

<p>TransUnion 1-800-680-7289 www.transunion.com</p> <p>TransUnion Fraud Alert P.O. Box 2000 Chester, PA 19016-2000</p> <p>TransUnion Credit Freeze P.O. Box 160 Woodlyn, PA 19094</p>	<p>Experian 1-888-397-3742 www.experian.com</p> <p>Experian Fraud Alert P.O. Box 9554 Allen, TX 75013</p> <p>Experian Credit Freeze P.O. Box 9554 Allen, TX 75013</p>	<p>Equifax 1-888-298-0045 www.equifax.com</p> <p>Equifax Fraud Alert P.O. Box 105069 Atlanta, GA 30348-5069</p> <p>Equifax Credit Freeze P.O. Box 105788 Atlanta, GA 30348-5788</p>
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Additional Information

You can further educate yourself regarding identity theft, fraud alerts, credit freezes, and the steps you can take to protect your personal information by contacting the credit reporting bureaus, the Federal Trade Commission (FTC), or your state Attorney General. The FTC also encourages those who discover that their information has been misused to file a complaint with them. The FTC may be reached at 600 Pennsylvania Ave. NW, Washington, D.C. 20580; www.identitytheft.gov; 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261.

You have the right to file a police report if you ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, you will likely need to provide some proof that you have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement, your state Attorney General, and the FTC. This notice has not been delayed by law enforcement.

