



Return Mail Processing
PO Box 999
Suwanee, GA 30024

15 1 4660 *****AUTO**MIXED AADC 302

SAMPLE A. SAMPLE - L01
APT ABC
123 ANY ST
ANYTOWN, US 12345-6789



March 30, 2026

[Extra1]

Dear Sample A. Sample,

We are writing to inform you that the Town of Apex (the “Town” or “we”) experienced a data incident in June 2024 (the “Incident”) that involved your personal information (“Information”). This letter provides you with information about this Incident, our response, steps you can take, and information on where to direct your questions.

What Happened?

On July 2, 2024, we discovered irregularities in the Town’s network systems. We immediately launched an investigation and took steps to remediate the situation, including proactively taking systems offline, engaging data security and privacy professionals, and notifying federal law enforcement. The investigation determined that the Incident was the result of a ransomware event, and that unauthorized actors accessed the Town’s systems from June 23, 2024, through July 2, 2024. During this period of time, unauthorized actors may have accessed or acquired your Information without authorization. Presently, there is no evidence of identity theft or fraud in connection with this Incident.

Following the Incident, we worked with the FBI, who confirmed that these unauthorized actors uploaded the Town’s data to a cloud storage provider. The Town successfully petitioned the Wake County Superior Court and was granted a Temporary Restraining Order that required the cloud storage provider to provide the Town with full and direct access to the data. Since the time that the Town’s data was returned, we have worked continuously to identify the individuals impacted by the Incident in order to notify them as quickly as possible. This included working with a trusted third-party data analytics team as we conducted an in-depth review of the impacted data.

What Information Was Involved?

We determined that the following types of Information may have been impacted: name, [Extra2][Extra3]. Additionally, information related to your relationship with the Town of Apex, such as your status as a current or former employee or volunteer, or other affiliation, if applicable, may have been included in the impacted data.

What We Are Doing.

The Town posted the first notification of this issue on our website on July 3, 2024. We provided frequent updates in the following days, then periodic updates as new information became available.

Upon becoming aware of the Incident, we immediately implemented measures to further improve the security of our systems and practices, including changing passwords, strengthening authentication controls, and enhancing endpoint detection and monitoring capabilities. We analyzed the information involved to confirm the identities of potentially affected individuals and notify them. We continue to make security a priority, including regularly monitoring for potential security threats and managing access to our systems. Additionally, we continue to work with leading privacy and security firms and have reported this Incident to relevant government agencies.

What Can You Do?

To help protect your identity, we are offering complimentary access to Experian IdentityWorksSM for [Extra4] months. 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 [Extra4]-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:

- You must **enroll** by June 30, 2026 by 6:59 pm EST (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: www.experianidworks.com/1bcreditmembership
- Provide your **activation code**: ABCDEFGHI

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 by June 30, 2026 at 1-833-918-0245 Monday - Friday, 9 am - 9 pm Eastern Time (excluding major U.S. holidays). Be prepared to provide engagement number [Engagement Number] as proof of eligibility for the Identity Restoration services by Experian.

It is always recommended that you remain vigilant, regularly monitor free credit reports, review account statements, and report any suspicious activity to financial institutions. Please also review the "Additional Resources" section included with this letter, which outlines other resources you can utilize to protect your Information.

For More Information.

We take this Incident and the security of information in our care seriously. If you have questions or need assistance, you may call our dedicated call center toll-free at 1-833-918-0245 Monday through Friday from 9:00 am to 9:00 pm Eastern Time (excluding U.S. holidays).

Sincerely,

Town of Apex

Encl.

ADDITIONAL RESOURCES

Contact information for the three (3) nationwide credit reporting agencies:

Equifax, PO Box 740241, Atlanta, GA 30374, www.equifax.com/personal/credit-report-services, 1-800-685-1111

Experian, PO Box 2104, Allen, TX 75013, www.experian.com/help, 1-888-397-3742

TransUnion, PO Box 2000, Chester, PA 19016, <https://www.transunion.com/data-breach-help>, 1-833-799-5355

Free Credit Report. It is recommended that you remain vigilant for incidents of fraud and identity theft by reviewing account statements and monitoring your credit report for unauthorized activity. You may obtain a copy of your credit report, free of charge, once every twelve (12) months from each of the three (3) nationwide credit reporting agencies.

To order your annual free credit report please visit www.annualcreditreport.com or call toll free at **1-877-322-8228**.

You can also order your annual free credit report by mailing a completed Annual Credit Report Request Form (available from the U.S. Federal Trade Commission's ("FTC") website at www.consumer.ftc.gov) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281.

Fraud Alert. You may place a fraud alert in your file by calling one (1) of the three (3) nationwide credit reporting agencies above. A fraud alert tells creditors to follow certain procedures, including contacting you before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit.

Security Freeze. You may obtain a security freeze on your credit report, free of charge, to protect your privacy and confirm that credit is not granted in your name without your knowledge. You may also submit a declaration of removal to remove information placed in your credit report as a result of being a victim of identity theft. You have a right to place a security freeze on your credit report, free of charge, or submit a declaration of removal pursuant to the Fair Credit Reporting Act ("FCRA").

The security freeze will prohibit a consumer reporting agency from releasing any information in your credit report without your express authorization or approval. The security freeze is designed to prevent credit, loans, and services from being approved in your name without your consent. When you place a security freeze on your credit report, you will be provided with a personal identification number, password, or similar device to use if you choose to remove the freeze on your credit report or to temporarily authorize the release of your credit report to a specific party or parties or for a specific period of time after the freeze is in place.

To place a security freeze on your credit report, you may be able to use an online process, an automated telephone line, or a written request to any of the three (3) credit reporting agencies listed above. The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse, this information must be provided for them as well): (1) full name, with middle initial, and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past five years; and (5) any applicable incident report or complaint with a law enforcement agency or Department of Motor Vehicles. The request must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, and display your name, current mailing address, and the date of issue.

FTC and State Attorneys General Offices. If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should immediately contact the FTC and/or the Attorney General's office in your home state. You may also contact these agencies for information on how to prevent or avoid identity theft.

You may contact the **Federal Trade Commission**, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580, www.ftc.gov/bcp/edu/microsites/idtheft/, 1-877-IDTHEFT (438-4338).

Reporting of identity theft and obtaining a police report. You have the right to obtain any police report filed in the United States in regard to this incident. If you are the victim of fraud or identity theft, you also have the right to file a police report.

For California Residents: Visit the California Office of Privacy Protection (www.oag.ca.gov/privacy) for additional information on protection against identity theft. Office of the Attorney General of California, 1300 I Street, Sacramento, CA 95814, 1-800-952-5225. This notification was not delayed as a result of any law enforcement investigation.

For Connecticut Residents: You may contact the Connecticut Office of the Attorney General, 165 Capitol Avenue, Hartford, CT 06106, www.ct.gov/ag, 1-860-808-5318.

For Massachusetts Residents: You may obtain one (1) or more (depending on the state) additional copies of your credit report, free of charge. You must contact each of the credit reporting agencies directly to obtain such additional report(s). You may contact the Office of the Massachusetts Attorney General, 1 Ashburton Place, Boston, MA 02108, 1-617-727-8400, www.mass.gov/ago/contact-us.html. You have the right to obtain a police report if you are a victim of identity theft.

For Pennsylvania Residents: You may contact the Pennsylvania Office of the Attorney General, Bureau of Consumer Protection, 15th Floor, Strawberry Square, Harrisburg, PA 17120, www.attorneygeneral.gov, 1-800-441-2555.

