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Visual Creations, Inc.
c/o Cyberscout
555 Monster Rd SW
Renton, WA 98057
USBFS3126



[Redacted]



May 12, 2026

Subject: Notice of Data Security Event

Dear [Redacted],

Visual Creations, Inc. (“VCI”) writes to inform you of a recent data security event that may have affected your personal information. VCI takes the privacy and security of all information within its possession very seriously. Please read this letter carefully as it contains information regarding the event 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 event. 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 credit freeze on their credit reports. A credit 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 credit 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 credit 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 credit 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.); and
7. If you are a victim of identity theft, 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 credit freeze on your credit report. The credit bureaus must also send written confirmation to you within five business days and provide you with a unique personal identification number (PIN) or password, or both that can be used by you to authorize the removal or lifting of the credit freeze.

To lift the credit 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) and the PIN or password provided to you when you placed the credit freeze 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 credit freeze for those identified entities or for the specified period of time.

To remove the credit freeze, you must send a request to each of the three consumer reporting agencies and include proper identification (name, address, and Social Security Number) and the PIN or password provided to you when you placed the credit freeze. The consumer reporting agencies have three business days after receiving your request to remove the credit freeze. No fee is required to be paid to any of the consumer reporting agencies to place, lift or remove a credit 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 contact the Massachusetts Attorney General's office at: Office of the Attorney General, One Ashburton Place, Boston, MA 02108, 617-727-2200.

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).

VCI has no evidence of the misuse or attempted misuse of any potentially impacted information. Nonetheless, out of an abundance of caution, VCI is offering you 24 months of complimentary identity protection services through Cyberscout, a Transunion company, a leader in consumer identity protection. These services include 24 months of credit and dark web monitoring, a \$1 million identity fraud loss reimbursement policy, and fully managed identity theft recovery services. To enroll in monitoring services at no charge, please log on to [REDACTED] and follow the instructions provided. When prompted please provide the following unique code to receive services: [REDACTED]. The deadline to enroll in these services is August 12, 2026.

Please accept our 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, Monday through Friday from 8:00 a.m. to 8:00 p.m., Eastern time, excluding US holidays. Cyberscout representatives are fully versed on this event and can answer any questions that you may have.

Sincerely,

Visual Creations Inc.