


**Bry-Air, Inc.**  
10793 E State Route 37,  
Sunbury, OH 43074

[REDACTED]

Enrollment Code: [REDACTED]

To Enroll, Scan the QR Code Below:



Or Visit: [REDACTED]

January 18, 2024

[REDACTED]

Dear [REDACTED]

We are writing with important information regarding a recent security incident. The privacy and security of the personal information we maintain is of the utmost importance to Bry-Air, Inc. (“Bry-Air”). As such, we wanted to provide you with information about the incident, explain the services we are making available to you, and let you know that we continue to take significant measures to protect your information.

What Happened?

Bry-Air was subject to a sophisticated cybersecurity incident. As a result of the incident, an unauthorized actor obtained access to part of our network.

What We Are Doing.

Upon learning of this issue, we immediately commenced a prompt and thorough investigation with external cybersecurity professionals experienced in handling these types of situations to help determine whether any personal sensitive data was compromised because of the incident. After an extensive forensic investigation and manual document review, Bry-Air discovered on December 19, 2023 that the systems, which were accessed between October 26, 2023 and October 27, 2023, may have contained some of your personal information.

We have no evidence indicating that personal information has been used for identity theft or financial fraud as a result of the incident. Nonetheless, out of an abundance of caution, we wanted to notify you of the incident and provide you with information on steps you can take to help protect your information.

What Information Was Involved?

The unauthorized actor may have accessed and/or acquired some of your personal information, including [REDACTED].

What You Can Do.

**We have no indication that your information has been misused for financial fraud or identity theft.** Out of an abundance of caution, however, and to protect you from potential misuse of your information, we are offering a

complimentary [REDACTED] membership of identity theft protection services through IDX, A ZeroFox Company the data breach and recovery services expert. IDX identity protection services include: credit and CyberScan monitoring, a \$1,000,000 insurance reimbursement policy, and fully managed ID theft recovery services. With this protection, IDX will help you resolve issues if your identity is compromised.

We encourage you to enroll in free identity protection services by going to [REDACTED] or scanning the QR image and using the Enrollment Code provided above. IDX representatives are available Monday through Friday from 9 am - 9 pm Eastern Time. Please note the deadline to enroll is April 18, 2024.

This letter also provides other precautionary measures you can take to protect your personal information, including placing a fraud alert and/or security freeze on your credit files, and/or obtaining a free credit report. Additionally, you should always remain vigilant in reviewing your account statements for fraudulent or irregular activity on a regular basis.

*For More Information.*

We are committed to maintaining the privacy of personal information in our possession and have taken many precautions to safeguard it. We continually evaluate and modify our practices and internal controls to enhance the security and privacy of your personal information.

**If you have any further questions regarding this incident, please contact [REDACTED] at [REDACTED] or [REDACTED].**

Sincerely,

**Bry-Air, Inc.**  
10793 E State Route 37,  
Sunbury, OH 43074

– OTHER IMPORTANT INFORMATION –

1. **Enrolling in Complimentary Credit Monitoring.**

**Website and Enrollment.** Scan the QR image or go to [REDACTED] and follow the instructions for enrollment using your Enrollment Code provided at the top of the letter.

**Activate the credit monitoring** provided as part of your IDX identity protection membership. The monitoring included in the membership must be activated to be effective. Note: You must have established credit and access to a computer and the internet to use this service. If you need assistance, IDX will be able to assist you.

**Telephone.** Contact IDX at [REDACTED] to gain additional information about this event and speak with knowledgeable representatives about the appropriate steps to take to protect your credit identity.

2. **Placing a Fraud Alert on Your Credit File.**

Whether or not you choose to use the complimentary [REDACTED] month credit monitoring services, we recommend that you place an initial 1-year “fraud alert” on your credit files, at no charge. A fraud alert tells creditors to contact you personally before they open any new accounts. To place a fraud alert, call any one of the three major credit bureaus at the numbers listed below. As soon as one credit bureau confirms your fraud alert, they will notify the others.

<b>Equifax</b> P.O. Box 105788 Atlanta, GA 30348 <a href="https://www.equifax.com/personal/credit-report-services/credit-fraud-alerts/">https://www.equifax.com/personal/credit-report-services/credit-fraud-alerts/</a> (800) 525-6285	<b>Experian</b> P.O. Box 9554 Allen, TX 75013 <a href="https://www.experian.com/fraud/center.html">https://www.experian.com/fraud/center.html</a> (888) 397-3742	<b>TransUnion LLC</b> Fraud Victim Assistance Department P.O. Box 2000 Chester, PA 19016-2000 <a href="https://www.transunion.com/fraud-alerts">https://www.transunion.com/fraud-alerts</a> (800) 680-7289
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3. **Placing a Security Freeze on Your Credit File.**

If you are very concerned about becoming a victim of fraud or identity theft, you may request a “security freeze” be placed on your credit file, at no charge. A security freeze prohibits, with certain specific exceptions, the consumer reporting agencies from releasing your credit report or any information from it without your express authorization. You may place a security freeze on your credit report by sending a request in writing or by mail, to all three nationwide credit reporting companies. To find out more about how to place a security freeze, you can use the following contact information:

<b>Equifax Security Freeze</b> P.O. Box 105788 Atlanta, GA 30348 <a href="https://www.equifax.com/personal/credit-report-services/credit-freeze/">https://www.equifax.com/personal/credit-report-services/credit-freeze/</a> 1-800-349-9960	<b>Experian Security Freeze</b> P.O. Box 9554 Allen, TX 75013 <a href="http://experian.com/freeze">http://experian.com/freeze</a> 1-888-397-3742	<b>TransUnion Security Freeze</b> P.O. Box 160 Woodlyn, PA 19094 <a href="https://www.transunion.com/credit-freeze">https://www.transunion.com/credit-freeze</a> (888) 909-8872
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In order to place the security freeze, you’ll need to supply your name, address, date of birth, Social Security number and other personal information. After receiving your freeze request, each credit monitoring company will send you a confirmation letter containing a unique PIN (personal identification number) or password. Keep the PIN or password in a safe place. You will need it if you choose to lift the freeze.

If your personal information has been used to file a false tax return, to open an account or to attempt to open an account in your name or to commit fraud or other crimes against you, you may file a police report in the City in which you currently reside.

If you do place a security freeze *prior* to enrolling in the credit monitoring service as described above, you will need to remove the freeze in order to sign up for the credit monitoring service. After you sign up for the credit monitoring service, you may refreeze your credit file.

#### 4. **Obtaining a Free Credit Report.**

Under federal law, you are entitled to one free credit report every 12 months from each of the above three major nationwide credit reporting companies. Call **1-877-322-8228** or request your free credit reports online at **[www.annualcreditreport.com](http://www.annualcreditreport.com)**. Once you receive your credit reports, review them for discrepancies. Identify any accounts you did not open or inquiries from creditors that you did not authorize. Verify all information is correct. If you have questions or notice incorrect information, contact the credit reporting company.

#### 5. **Additional Helpful Resources.**

Even if you do not find any suspicious activity on your initial credit reports, the Federal Trade Commission (FTC) recommends that you check your credit reports periodically. Checking your credit report periodically can help you spot problems and address them quickly.

If you find suspicious activity on your credit reports or have reason to believe your information is being misused, call your local law enforcement agency and file a police report. Be sure to obtain a copy of the police report, as many creditors will want the information it contains to absolve you of the fraudulent debts. You may also file a complaint with the FTC by contacting them on the web at [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft), by phone at 1-877-IDTHEFT (1-877-438-4338), or by mail at Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580. Your complaint will be added to the FTC's Identity Theft Data Clearinghouse, where it will be accessible to law enforcement for their investigations. In addition, you may obtain information from the FTC about fraud alerts and security freezes.

If this notice letter states that your financial account information and/or credit or debit card information was impacted, we recommend that you contact your financial institution to inquire about steps to take to protect your account, including whether you should close your account or obtain a new account number.

**Massachusetts Residents:** Under Massachusetts law, you have the right to obtain a police report 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.

**New York Residents:** You may obtain information about preventing identity theft from the New York Attorney General's Office: Office of the Attorney General, The Capitol, Albany, NY 12224-0341; <https://ag.ny.gov/consumer-frauds-bureau/identity-theft>; Telephone: 800-771-7755.