

<<Insert Corporate Legal
Entity Logo>>

Secure Processing Center
P.O. Box 3826
Suwanee, GA 30024

<<First Name>> <<Last Name>>
<<Address 1>>
<<Address 2>>
<<City>><<State>><<Zip>>
<<Country>>

<<Date>>

Re: Notice of Data Breach

Dear Parent / Guardian of <<FirstName>>,

FFP, L.L.C. is notifying you of a recent data incident that may have involved some of your minor child's personal information.

What happened? What are we doing? On or about December 13, 2023, we were alerted to a data incident on our information technology network. We immediately investigated and responded swiftly to this incident by enacting our business continuity protocols, changing passwords, and blocking the unauthorized access. Outside experts were engaged to determine the full scope of the incident and to further enhance the security of our systems. Law enforcement was also notified. Based on the investigation, it was determined that potential exfiltration of certain data occurred on or about December 8, 2023. Substitute notice was posted to our website on February 9, 2024, while we investigated further.

What information was involved? We underwent a diligent search of the potentially affected files and on April 16, 2024, obtained your minor child's name and current mailing address to be able to notify you that the potentially impacted files may have included your minor child's full name, <<Breached Elements>> -- among other elements used to process and seek payment for your minor child's order. Our files would have varied by individual. We are notifying you in an abundance of caution.

What can you do? We recommend you take precautions, and we are offering your minor child <<CM Duration>> months of **free** credit monitoring and \$1 million in identity theft insurance through Experian - to give you and your minor child peace of mind. **You must activate the free product by the activation date in order for it to be effective.** The activation instructions are included with this notification. We have also enclosed some additional steps that you can take to protect your minor child's information as you deem appropriate.

For more information about this incident, individuals can call toll free 888-681-1261 between 9:00 a.m. to 9:00 p.m. Eastern Time, Monday through Friday (excluding major U.S. holidays).

We want to assure you that data privacy and security are priorities for us, and we are committed to protecting the data entrusted to us. We sincerely apologize for any concern this incident may have caused you or your minor child.

Sincerely,

FFP, L.L.C.

Additional details regarding the <<CM Duration>>-month EXPERIAN IDENTITYWORKS Membership:

A credit card is not required for enrollment in Experian IdentityWorks.

You can contact Experian immediately regarding any fraud issues, and have access to the following features once you enroll in Experian IdentityWorks for your minor:

Social Security Number Trace: Monitoring to determine whether enrolled minors in your household have an Experian credit report. Alerts of all names, aliases and addresses that become associated with your minor's Social Security Number (SSN) on the Experian credit report.

Internet Surveillance: Technology searches the web, chat rooms & bulletin boards 24/7 to identify trading or selling of your personal information on the Dark Web.

Identity Restoration: Identity Restoration specialists are immediately available to help you address credit and non-credit related fraud.

Experian IdentityWorks ExtendCARE™: Receive the same high-level of Identity Restoration support even after the Experian IdentityWorks membership has expired.

Up to \$1 Million Identity Theft Insurance*: Provides coverage for certain costs and unauthorized electronic fund transfers.

If you believe there was fraudulent use of your minor's information and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent at 877-288-8057. If, after discussing your situation with an agent, it is determined that Identity Restoration support is needed, then an Experian Identity Restoration agent is available to work with you to investigate and resolve each incident of fraud that occurred (including, as appropriate, helping you with contacting credit grantors to dispute charges and close accounts; assisting you in placing a freeze on your credit file with the three major credit bureaus; and assisting you with contacting government agencies to help restore your identity to its proper condition).

Please note that this Identity Restoration support is available to your minor for <<CM Duration>> months from the date of this letter and does not require any action on your part at this time. The Terms and Conditions for this offer are located at <http://www.ExperianIDWorks.com/restoration> www.ExperianIDWorks.com/restoration. You will also find self-help tips and information about identity protection at this site.

ADDITIONAL STEPS YOU CAN TAKE

➤ **REMAIN VIGILANT: REVIEW YOUR ACCOUNT STATEMENTS & REPORT FRAUD AND IDENTITY THEFT. CHANGE PASSWORDS AND SECURITY VERIFICATION QUESTIONS & ANSWERS.** It is always advisable to be vigilant for incidents of fraud or identity theft by reviewing your credit reports, debit/credit card, insurance policy, bank account and other account statements for unauthorized activity— especially over the next 24 months. Activate alerts on your bank accounts to notify you of suspicious activity and change passwords/security verifications as needed — particularly if same password is used over multiple online accounts. If your medical information was involved, it is also advisable to review the billing statements you receive from your healthcare providers. Immediately report suspicious activity, fraudulent charges, or suspected identity theft in your insurance statements, provider billing statements, credit report, credit card or bank accounts to your insurance company, bank/credit card vendor, healthcare provider and law enforcement, including FTC and/or your State Attorney General.

*The Identity Theft Insurance is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions

➤ **FREEZE YOUR CREDIT FILE.** You have a right to place a 'security freeze' on your credit report, which will prohibit a consumer reporting agency from releasing information in your credit report without your express authorization. A security freeze is designed to prevent credit, loans, and services from being approved in your name without your consent. However, using a freeze to take control over who gets access to the personal/financial information in your credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application made regarding a new loan, credit, mortgage, or any other account involving extension of credit. Security freeze generally does not apply to existing account relationships and when a copy of your report is requested by existing creditor or its agents or affiliates for certain types of account review, collection, fraud control or similar activities. There is no charge to place or lift a freeze. To place a security freeze on your credit report, contact each of the following credit bureaus and clearly explain in the call/letter that you are requesting a security freeze:

- *Equifax*, PO Box 740241, Atlanta, GA 30374, www.equifax.com, 1-800-685-1111
- *Experian*, PO Box 2002, Allen, TX 75013, www.experian.com, 1-888-397-3742
- *TransUnion*, PO Box 2000, Chester, PA 19016, www.transunion.com, 1-800-916-8800

To request a security freeze, provide your full name (middle initial, Jr., Sr., II, III, etc.), Social Security Number, date of birth; home addresses over the past 5 years; proof of current address such as a current utility bill or telephone bill; photocopy of government issued identification card (driver's license or ID card, military ID, etc.); and if you are a victim of identity theft, include a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft. If you request a security freeze via toll-free telephone or other secure electronic means, credit reporting agencies have 1 business day after receiving the request to place the freeze. In the case of a request made by mail, the agencies have 3 business days after receiving your request to place a security freeze on your credit report. Credit agencies must also send written confirmation within 5 business days and provide a unique personal identification number (PIN) or password, or both that can be used to authorize the removal or lifting of the security freeze. To lift the freeze to allow a specific entity or individual access to your credit report, you must call or send a written request to the credit reporting agencies by mail and include proper identification (name, address, and social security number) and PIN or password provided when you placed the security 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 credit reporting agencies have 3 business days after receiving a request to lift freeze for those identified entities or for the specified period of time. To remove the freeze, you must send a written request to the 3 credit bureaus by mail and include proper identification (name, address, & social security number) and PIN number or password provided when you placed the freeze. The credit bureaus have 3 business days after receiving the request to remove the freeze.

➤ **PLACE FRAUD ALERTS ON YOUR CREDIT FILE.** As an alternative to a security freeze, you have the right to place an initial or extended fraud alert on your credit file at no cost. An initial fraud alert is a 1-year alert that is placed on a consumer's credit file. Upon seeing a fraud alert display on a consumer's credit file, 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, which is an alert lasting 7 years. Contact the 3 credit reporting agencies listed above to activate an alert.

➤ **ORDER FREE ANNUAL CREDIT REPORTS.** Visit www.annualcreditreport.com or call 877-322-8228 to obtain 1 free copy of your credit report annually. Periodically review a copy of your credit report for discrepancies and identify accounts you did not open or inquiries you did not authorize. For Colorado, Georgia, Maine, Maryland, Massachusetts, New Jersey, Puerto Rico, and Vermont residents: You may obtain one or more (depending on the state) copies of your credit report, free of charge. You must contact each of the 3 credit reporting agencies directly to obtain such additional reports.

- *Equifax*, PO Box 740241, Atlanta, GA 30374, www.equifax.com, 1-800-685-1111
- *Experian*, PO Box 2002, Allen, TX 75013, www.experian.com, 1-888-397-3742
- *TransUnion*, PO Box 2000, Chester, PA 19016, www.transunion.com, 1-800-916-8800

➤ **OBTAIN POLICE REPORT:** You have a right to a police report about this incident (if any exists). If you're an identity theft victim, you have the right to file a police report and obtain a copy of it. Obtain a copy of the police report in case you are asked to provide copies to creditors to correct your records. Notification of this incident has not been delayed as a result of a law enforcement investigation.

➤ **SUMMARY OF YOUR RIGHTS UNDER FAIR CREDIT REPORTING ACT (FCRA):** FCRA promotes the accuracy, fairness, and privacy of information in the files of consumer reporting agencies. There are many types of consumer reporting agencies, including credit bureaus and specialty agencies (such as agencies that sell information about check writing histories, medical records, and rental history records). Your major rights under the FCRA are summarized below. For more information, including information about additional rights, go to www.consumerfinance.gov/learnmore or write to: Consumer Financial Protection Bureau, 1700 G Street N.W., Washington, DC 20552. (1) You must be told if information in your file has been used against you. (2) You have the right to know what is in your file. (3) You have the right to ask for a credit score. (4) You have the right to dispute incomplete or inaccurate information. (5) Consumer reporting agencies must correct or delete inaccurate, incomplete, or unverifiable information. (6) Consumer reporting agencies may not report outdated negative information. (7) Access to your file is limited. (8) You must give your consent for reports to be provided to employers. (9) You may limit “prescreened” offers of credit and insurance you get based on information in your credit report. (10) You have a right to place a “security freeze” on your credit report, which will prohibit a consumer reporting agency from releasing information in your credit report without your express authorization. (11) You may seek damages from violators. (12) Identity theft victims and active-duty military personnel have additional rights.

➤ **FTC & STATE ATTORNEYS GENERAL:** 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 Federal Trade Commission and/or the Attorney General’s office in your home state. You may also contact these agencies for information on how to prevent or minimize the risks of identity theft. You may contact the Federal Trade Commission at www.ftc.gov/idtheft; FTC hotline is 877-438-4338; TTY: 1-866-653-4261 or write to FTC, 600 Pennsylvania Ave., NW, Washington, D.C. 20580. Additional information for the residents of the following states:

- **Connecticut:** You may contact and obtain information from your state attorney general at: Connecticut Attorney General’s Office, 165 Capitol Ave, Hartford, CT 06106, 1-860-808-5318, www.ct.gov/ag
- **District of Columbia:** You may contact and obtain information from your attorney general at: Office of the Attorney General for the District of Columbia, 400 6th Street, NW, Washington, DC 20001, 1-202-727-3400, databreach@dc.gov, www.oag.dc.gov
- **Maryland:** You may contact and obtain information from your state attorney general at: Maryland Attorney General’s Office, 200 St. Paul Place, Baltimore, MD 21202, 1-410-576-6300; <https://www.marylandattorneygeneral.gov/> Consumer Hotline 1-410-528-8662, or consumer@oag.state.md.us.
- **Massachusetts:** You have the right to file and obtain a copy of a police report. You also have the right to request a security freeze, as described above. You may contact and obtain information from your state attorney general at: Office of the Massachusetts Attorney General, One Ashburton Place, Boston, MA 02108, 1-617-727-2200, www.mass.gov/ago/contact-us.html
- **New York:** You may contact and obtain information from these state agencies: New York Department of State Division of Consumer Protection, One Commerce Plaza, 99 Washington Ave., Albany, NY 12231-0001, 518-474-8583 / 1-800-697-1220, <http://www.dos.ny.gov/consumerprotection>; and New York State Office of the Attorney General, The Capitol, Albany, NY 12224-0341, 1-800-771-7755, <https://ag.ny.gov>
- **North Carolina:** You may contact and obtain information from your state attorney general at: North Carolina Attorney General’s Office, Consumer Protection Division, 9001 Mail Service Center, Raleigh, NC 27699, 1-919-716-6000/ 1-877-566-7226, www.ncdoj.gov
- **West Virginia:** You have the right to ask that nationwide consumer reporting agencies place “fraud alerts” on your file and let potential creditors and others know that you may be a victim of identity theft, as described above. You also have a right to place a security freeze on your credit report, as described above.