

DATE

ADDRESS

Re: **IMPORTANT NOTICE CONCERNING YOUR PERSONAL INFORMATION**

Dear _____:

We take privacy and security matters seriously and, as part of our commitment to those values and protecting your information, we are writing to notify you about a recent event that may have affected your personal information.

What Happened. On January 31, 2024, as part of our compliance with the Affordable Care Act, we worked with a third-party vendor to print and mail letters to certain employees and former employees. Due to a clerical error, a small number of envelopes were printed with the intended recipient's name and Social Security Number, rather than their name and mailing address. As a result, a small number of envelopes, including yours, were sent with the intended recipient's name and social security number printed on the outside of the envelope.

What We Are Doing. We are committed to maintaining the privacy and security of your personal information and we are taking this incident very seriously. When we first identified the issue, we promptly conducted an investigation to determine the scope of the incident, identified affected individuals, and identified an appropriate means of identity theft protection to provide those individuals.

What You Can Do. We have arranged to have Equifax Credit Watch Gold protect your identity. If you activate the membership we offer to you, Equifax Credit Watch Gold will provide complimentary fraud detection services to you at no cost for 24 months, including daily access to your credit report, email notifications of key changes to your credit report, identity restoration services, and certain identity theft insurance coverage. Please refer to the enclosed "Equifax Credit Watch Gold" insert for further information and instructions for activating your membership.

In addition, we encourage you to remain vigilant against incidents of identity theft and fraud by monitoring the account activity on all of your financial accounts, credit reports, and other online account information for suspicious activity. We encourage you to report any suspicious activity promptly to your account provider or other applicable institutions. As recommended by federal regulatory agencies, you should be vigilant for the next 12 to 24 months and report any suspected incidents of fraud. Additional information and resources are included in the enclosed "Information About Identity Theft Protection."

Other Important Information. The privacy and security of your personal information is of the utmost importance to us. We sincerely regret this occurrence and apologize for any

inconvenience or concern that it may cause you. Should you have any questions regarding the incident, please do not hesitate to contact people@roku.com.

Sincerely,

Roku Security Team

Enclosure

Information about Identity Theft Protection

Monitor Your Accounts

We recommend that you regularly review statements from your accounts and periodically obtain your credit report from one or more of the national credit reporting companies. You may obtain a free copy of your credit report online at www.annualcreditreport.com, by calling toll-free 1-877-322-8228, or by mailing an Annual Credit Report Request Form (available at www.annualcreditreport.com) to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281. You may also purchase a copy of your credit report by contacting one or more of the three national credit reporting agencies listed below.

Equifax®

P.O. Box 740241
Atlanta, GA 30374-0241
1-800-685-1111
www.equifax.com

Experian

P.O. Box 9701
Allen, TX 75013-9701
1-888-397-3742
www.experian.com

TransUnion®

P.O. Box 1000
Chester, PA 19016-1000
1-800-888-4213
www.transunion.com

When you receive your credit reports, review them carefully. Look for accounts or creditor inquiries that you did not initiate or do not recognize. Look for information, such as home address and Social Security number, that is not accurate. If you see anything you do not understand, call the credit reporting agency at the telephone number on the report.

Credit Freeze

You have the right to put a security freeze, also known as a credit freeze, on your credit file, so that no new credit can be opened in your name without the use of a Personal Identification Number (PIN) that is issued to you when you initiate a freeze. A credit freeze is designed to prevent potential credit grantors from accessing your credit report without your consent. If you place a credit freeze, potential creditors and other third parties will not be able to access your credit report unless you temporarily lift the freeze. Therefore, using a credit freeze may delay your ability to obtain credit. Pursuant to federal law, you cannot be charged to place or lift a credit freeze on your credit report. Should you wish to place a credit freeze, please contact all three major consumer reporting agencies listed below.

Equifax

P.O. Box 105788
Atlanta, GA 30348-5788
1-800-685-1111
www.equifax.com/personal/credit-report-services

Experian

P.O. Box 9554
Allen, TX 75013-9554
1-888-397-3742
www.experian.com/freeze/center.html

TransUnion

P.O. Box 2000
Chester, PA 19016-2000
1-888-909-8872
www.transunion.com/credit-freeze

You must separately place a credit freeze on your credit file at each credit reporting agency. The following information should be included when requesting a credit freeze:

- 1) Full name, with middle initial and any suffixes;
- 2) Social Security number;

- 3) Date of birth (month, day, and year);
- 4) Current address and previous addresses for the past five (5) years;
- 5) Proof of current address, such as a current utility bill or telephone bill; and
- 6) Other personal information as required by the applicable credit reporting agency.

If you request a credit freeze online or by phone, the credit reporting agencies have one (1) business day after receiving your request to place a credit freeze on your credit file report. If you request a lift of the credit freeze online or by phone, then the credit reporting agency must lift the freeze within one (1) hour. If you request a credit freeze or lift of a credit freeze by mail, then the credit agency must place or lift the credit freeze no later than three (3) business days after getting your request.

Fraud Alerts

You also have the right to place an initial or extended fraud alert on your file at no cost. An initial fraud alert lasts 1-year and 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 a fraud alert lasting 7 years. Should you wish to place a fraud alert, please contact any one of the agencies listed below. The agency you contact will then contact the other two credit agencies.

Equifax	Experian	TransUnion
P.O. Box 105788	P.O. Box 9554	P.O. Box 2000
Atlanta, GA 30348-5788	Allen, TX 75013-9554	Chester, PA 19016-2000
1-888-766-0008	1-888-397-3742	1-800-680-7289
www.equifax.com/personal/ credit-report-services	www.experian.com/ fraud/center.html	www.transunion.com/fraud- victim-resource/place-fraud-alert

Monitor Your Personal Information

If applicable to your situation, we recommend that you regularly review the activity on all of your accounts, including your bank accounts as well as any other financial accounts you may have. If, during your review of your accounts, you see any activity that you believe may be fraudulent, please contact your account provider.

You may want to order copies of your credit reports and check for any items that you do not recognize. If you find anything suspicious, call the credit reporting agency at the phone number on the report.

Additional Information

You can further educate yourself regarding identity theft and the steps you can take to protect yourself, by contacting your state Attorney General or the Federal Trade Commission. Instances of known or suspected identity theft should be reported to law enforcement, your Attorney General, and the FTC.

The Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, DC 20580
1-877-ID-THEFT (1-877-438-4338)
TTY: 1-866-653-4261
www.ftc.gov/idtheft

State Specific Information

Massachusetts residents are reminded that you have the right to obtain a police report and request a security freeze as described above. There is no charge to place a security freeze on your account; however, you may be required to provide the credit reporting agency with certain personal information (such as your name, Social Security Number, date of birth and address) and proper identification (such as a copy of a government-issued ID card and a bill or statement) prior to it honoring your request.

North Carolina residents can learn more about preventing identity theft from the North Carolina Office of the Attorney General, by visiting their web site at <https://ncdoj.gov/protecting-consumers/protecting-your-identity/>, calling 1.919.716.6000 or requesting more information from the North Carolina Attorney General's Office, 9001 Mail Service Center Raleigh, NC 27699-9001.