



Dear valued member of our team,

As you know, Canatal recently experienced a cyber security incident. This incident may have affected your personal information.

Canatal takes the confidentiality and security of your personal information very seriously. That's why we are informing you of this incident, advising you of the steps you can take to protect your personal information, and offering you free credit monitoring and identity protection services.

What happened?

On April 17th, 2024, Canatal detected unusual activity affecting certain systems on its network. Canatal took immediate steps to secure the environment and hired cybersecurity experts to help with the investigation.

Although the investigation is still ongoing, we have reason to believe that a third party has compromised some of our data. Unfortunately, it is possible that some of your personal information, including your contact details (phone number, address, e-mail), social security number, date of birth, identification you have provided to us (IDs) and other information contained in your human resources file, may have been affected by this compromise.

What we are doing

To protect you, we are offering credit monitoring services for a period of 5 years with *TransUnion*. Details of these services are provided in the appendix attached to this letter.

We sincerely regret any concern this incident may cause. The protection of information is one of our highest priorities. We are already in the process of implementing additional security measures to prevent similar incidents in the future, and we will continue to invest in state-of-the-art technologies to protect our systems and data against growing cyber threats.

What you can do

In addition to signing up for the free credit monitoring services we offer, we recommend that you be vigilant about emails, text messages or phone calls asking you to provide sensitive information or to click on links or attachments, even if they

appear to come from Canatal or someone you know or trust. This will help protect you against targeted phishing campaigns.

We also recommend that you take the following additional steps to protect yourself:

- Carefully monitor all your accounts for any suspicious transactions or changes and inform the financial institutions where you hold accounts of this matter. This will help protect you against any attempt to use your information to access your bank accounts.
- Also monitor your credit reports for suspicious activity. You may obtain a free copy of your credit report from each of the three major credit reporting agencies once every 12 months by visiting <http://www.annualcreditreport.com/>, calling toll-free 877-322-8228, or by completing an Annual Credit Report Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348. You can print this form at <https://www.annualcreditreport.com/cra/requestformfinal.pdf>. You can also contact the three national credit reporting agencies with the following contact details:
 - Equifax, P.O. Box 740241, Atlanta, GA 30374, 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 1000, Chester, PA 19016, 1-800-916-8800, www.transunion.com.
- If you suspect your identity has been compromised, reach out to the police to make a complaint. Under Massachusetts law, you have the right to obtain any police report filed 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.
- Massachusetts law also allows consumers to place a security freeze on their credit reports. A security freeze prohibits a credit reporting agency from releasing any information from a consumer's credit report without written authorization. However, please be aware that placing a security 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 security freeze on your credit report, you must send a written request to each of the three major consumer reporting agencies: Equifax (www.equifax.com); Experian (www.experian.com); and TransUnion (www.transunion.com) by regular, certified or overnight mail at the addresses below:

Equifax Security Freeze P.O. Box 105788 Atlanta, GA 30348	Experian Security Freeze P.O. Box 9554 Allen, TX 75013	TransUnion Security Freeze Fraud Victim Assistance Department P.O. Box 2000 Chester, PA 19022-2000
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- In order to request a security freeze, you will need to provide the following information:
 - Your full name (including middle initial as well as Jr., Sr., II, III, etc.);
 - Social Security Number;
 - Date of birth;
 - If you have moved in the past five (5) years, provide the addresses where you have lived over the prior five years;
 - Proof of current address such as a current utility bill or telephone bill;

- A legible photocopy of a government issued identification card (state driver's license or ID card, military identification, etc.)
- 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 are not a victim of identity theft, include payment by check, money order, or credit card (Visa, MasterCard, American Express or Discover only). Do not send cash through the mail.

The credit reporting agencies have three (3) business days after receiving your request to place a security freeze on your credit report. The credit bureaus must also send written confirmation to you within five (5) 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 security freeze.

To lift the security freeze in order 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 the PIN number or password provided to you 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 three (3) business days after receiving your request to lift the security freeze for those identified entities or for the specified period of time.

To remove the security freeze, you must send a written request to each of the three credit bureaus by mail and include proper identification (name, address, and social security number) and the PIN number or password provided to you when you placed the security freeze. The credit bureaus have three (3) business days after receiving your request to remove the security freeze.

If you have been a victim of identity theft, and you provide the credit reporting agency with a valid police report, it cannot charge you to place, lift or remove a security freeze. In all other cases, a credit reporting agency may charge you up to \$5.00 each to place, temporarily lift, or permanently remove a security freeze.

The U.S. Government does not recommend creating a new social security number when affected by a data breach, since it does not protect you from fraud or identity theft as your old social security number remains active. For more information, please visit: <https://www.ssa.gov/>. You can also visit the following Federal Trade Commission website for additional information and resources: www.ftc.gov/bcp/edu/microsites/idtheft/.

We understand that you may have questions that have not been addressed at this time. If you require additional information, please reach out to privacy@canatal.net or 418-338-7545.

We thank you for your understanding.

Best regards,



Ralph Poulin
President



We have retained the assistance of Cyberscout, a TransUnion company specializing in fraud assistance and remediation services.

Through Cyberscout, we have arranged a 5-year subscription to an online monitoring service, at no cost to you. This credit monitoring service will notify you by email of critical changes to your Credit Report. Should you receive an email alert, you can review and validate the reported change by logging into the portal. This allows you to identify any potentially fraudulent activity on your Credit Report.

We encourage you to take advantage of this service and help protect your identity. To activate your service, please visit:

<https://secure.identityforce.com/benefit/industriescanatalus>

You will be prompted to enter the following activation code:

KLMNOPQRST

Please ensure that you redeem your activation code before 9/30/2024 to take advantage of the service.

Upon completion of the enrollment process, you will have access to the following features:

- ✓ Access to a credit report with credit score. A credit report is a snapshot of a consumer's financial history and primary tool leveraged for determining credit-related identity theft or fraud.
- ✓ Credit monitoring alerts with email notifications to key changes on a consumer's credit file. In today's virtual world, credit alerts are a powerful tool to protect against identity theft, enable quick action against potentially fraudulent activity, and provide overall confidence to potentially impacted consumers.
- ✓ Dark Web Monitoring to provide monitoring of surface, social, deep, and dark websites for potentially exposed personal, identity and financial information in order to help protect consumers against identity theft.
- ✓ Identity theft insurance of up to \$1,000,000 in coverage to protect against potential damages related to identity theft and fraud.¹
- ✓ Assistance with reading and interpreting credit reports for any possible fraud indicators.

✓ Assistance with answering any questions individuals may have about fraud.

Should you have any questions regarding the Cyberscout solution, have difficulty enrolling, or require additional support, please contact Cyberscout at 1-877-694-3367.

¹ Underwritten by certain Underwriters at Lloyd's, under a master group policy issued in the name of Cyberscout Limited, Sontiq Inc. and all subsidiaries for the benefit of program members. Expense reimbursement insurance is only available upon successful enrollment in the online monitoring service. Please see www.sontiq.com/terms-of-use for details.