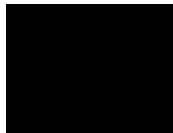




July 5, 2023



Dear [REDACTED],

Sonova USA Inc. and its affiliates (collectively, "Sonova") are committed to protecting the confidentiality and security of our customers' information. Regrettably, I am writing this letter following a phishing incident that occurred on May 22, 2023.

On that date, a Sonova employee was successfully phished via an email from an external contact. When the incident occurred, Sonova's Security Operations Center was quickly notified, and the affected accounts were immediately suspended.

Nevertheless, Sonova has reason to believe that [REDACTED] information was affected. Based upon our review, the information disclosed included credit card information, including first and last name, number, expiration date, and signature, but **not** CVV information. We recommend that you monitor your credit card transaction records and report suspicious activity to your credit card company.

I sincerely apologize for any inconvenience that this may cause you and I very much regret that this situation occurred. Your confidence in our ability to safeguard your personal information and your peace of mind are very important to us. If you wish to further discuss the matter, I urge you to contact us at privacy@sonova.com or call Sonova Customer Services at 1-800-777-7333 (select option 1, then option 2).

Sincerely,

Deepa Vijayan
Senior Director, Global Head of Compliance and Data Privacy
Sonova AG

ADDITIONAL INFORMATION

The below steps are general ones that you can take to protect your personal information.

Massachusetts law 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.

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.

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

Trans Union Security Freeze

Fraud Victim Assistance Department
P.O. Box 2000
Chester, PA 19022-2000

In order to request a security freeze, you will need to provide the following information:

9. Your full name (including middle initial as well as Jr., Sr., II, III, etc.);
10. Social Security Number;
11. Date of birth;
12. If you have moved in the past five (5) years, provide the addresses where you have lived over the prior five years;
13. Proof of current address such as a current utility bill or telephone bill;
14. A legible photocopy of a government issued identification card (state driver's license or ID card, military identification, etc.)
15. 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;
16. 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.