



November 9, 2023

Dear :

We are writing to you with important information about a cybersecurity incident that potentially impacted your personal information, resulting from a criminal cyberattack on the network that supports Refresco's North American business. We first became aware of the breach on May 14, 2023.

What Information Was Involved? Refresco immediately brought in a top cybersecurity investigation firm and experienced legal counsel to conduct a comprehensive investigation. At this time, based on the outside vendor's review, we believe that some personally identifiable information belonging to certain current or former Refresco employees and certain spouses and/or dependents of Refresco employees may have been impacted in the incident. In addition, we believe that some individuals' personal health information, as provided in connection with workers' compensation and/or ADA accommodations proceedings, may also have been impacted. The impacted personal information may include the categories listed on Attachment A. **Although we have no evidence that any of your specific personal information was misused in any manner, this notification is being sent as part of the appropriate precautionary measures we are taking to protect your financial security and help alleviate concerns you may have.**

Can I Ask Someone Questions? Representatives are available for 90 days from the date of this letter, to assist you with questions regarding this incident, between the hours of 8:00 am to 8:00 pm Eastern time, Monday through Friday, excluding holidays. Please call the help line at 1-833-961-5250 and supply the fraud specialist with your unique code listed below.

What We Are Doing Refresco is taking steps to notify you of this breach to ensure transparency and awareness of our findings. In order to help protect your information, we have taken the following steps:

- In response to the incident, Refresco will cover the cost for two years for you to receive credit monitoring with **all three** credit bureaus through Cyberscout, a TransUnion company. Instructions for subscribing are below. If you activate your free subscription, this service includes access to **Triple Bureau Credit Monitoring** services at no charge. Instructions for subscribing are below. These services provide you with alerts for twenty-four months from the date of enrollment when changes occur to any of one of your Experian, Equifax or TransUnion credit files. This notification is sent to you the same day that the change or update takes place with the bureau. In addition,, we are providing you with proactive fraud assistance, identity theft

and fraud resolution services to help with any questions that you might have or in event that you become a victim of fraud. These services will be provided by Cyberscout through Identity Force, a TransUnion company specializing in fraud assistance and remediation services. In addition, in the event of fraud, the service also provides Identity Theft Insurance for \$1,000,000 in false charges.

- Implemented additional hardware and software security protections and protocols to ensure that your personal information is protected from unauthorized access;
- Notified law enforcement of this incident; and
- Notified the appropriate state regulatory authorities.

What You Can Do

To help protect your identity, we recommend you take immediate steps to protect yourself from potential harm:

- Refresco is giving you the opportunity to sign-up for 2 years of free credit monitoring with all three credit bureaus (Experian, Equifax and TransUnion). As described above, his service also includes proactive fraud assistance to help with any questions that you might have or in event that you become a victim of fraud. These services will be provided by Cyberscout through Identity Force, a TransUnion company.
- Monitor account statements, Explanation of Benefit forms, and credit bureau reports closely; and
- Contact your state Consumer Protection Agency: www.usa.gov/state-consumer.

If you think that your personal information is being improperly used, you can also contact local law enforcement to file a police report. Finally, you can contact the Federal Trade Commission ("FTC") at 1-877-ID THEFT (877-438-4338) or review the information on identity theft promulgated by the FTC at www.ftc.gov/bcp/edu/microsites/idtheft/.

How Do I Enroll in the Free Credit Monitoring?

To enroll in Credit Monitoring services at no charge, please log on to **<https://secure.identityforce.com/benefit/refresco>** and follow the instructions provided. When prompted please provide the following unique code to receive services: **6CF4LBULAK** In order for you to receive the monitoring services described above, you must enroll within 90 days from the date of this letter. The enrollment requires an internet connection and e-mail account and may not be available to minors under the age of 18 years of age. **Please note that when signing up for monitoring services, you may be asked to verify personal information for your own protection to confirm your identity**

What Can I Do
on My Own?

Representatives have been retained to help you with any questions or problems you may encounter, including assisting you with obtaining a credit report and placing fraud alerts. If you choose not to use these services, we strongly urge you to do the following:

If you choose to place a fraud alert on your own, you will need to contact one of the three major credit agencies directly at:

Experian (1-888-397-3742)
P.O. Box 4500
Allen, TX 75013
www.experian.com

Equifax (1-800-525-6285)
P.O. Box 740241
Atlanta, GA 30374
www.equifax.com

TransUnion (1-800-680-7289)
P.O. Box 2000
Chester, PA 19016
www.transunion.com

Also, should you wish to obtain a credit report and monitor it on your own:

- **IMMEDIATELY** obtain free copies of your credit report and monitor them upon receipt for any suspicious activity. You can obtain your free copies by going to the following website: www.annualcreditreport.com or by calling them toll-free at 1-877-322-8228. (Hearing impaired consumers can access their TDD service at 1-877-730-4204.)
- **Upon receipt of your credit report**, we recommend that you review it carefully for any suspicious activity.
- Be sure to promptly report any suspicious activity to the financial institution or company with which the account is maintained. You also should promptly report any fraudulent activity or any suspected incidence of identity theft to proper law enforcement authorities, your state attorney general, and/or the Federal Trade Commission (FTC).

In some US states, you have the right to put a security freeze on your credit file. A security freeze (also known as a credit freeze) makes it harder for someone to open a new account in your name. It is designed to prevent potential creditors from accessing your credit report without your consent. As a result, using a security freeze may interfere with or delay your ability to apply for a new credit card, wireless phone, or any service that requires a credit check. You must separately place a security freeze on your credit file with each credit reporting agency. To place a security freeze, you may be required to provide the consumer reporting agency with information that identifies you including your full name, Social Security number, date of birth, current and previous addresses, a copy of your state-issued identification card, and a recent utility bill, bank statement, or insurance statement. There is no charge to request a security freeze or to remove a security freeze.

At Refresco, we take our responsibilities to protect your personal information very seriously. We are deeply disturbed by this situation and apologize for any inconvenience.

Sincerely,

North American Refresco Operating Board



Brad Goist
Chief Operating Officer

Shane Perkey
Chief Financial Officer

Jon Biller
Chief Commercial Officer

Ridha Boussetta
Vice President, Procurement

Lisa Eilers
Vice President, Human Resources

Phil Phillips
Vice President, Operations

ATTACHMENT A

The impacted personal information may include:

- Full name
- Date of birth
- Social Security number
- Street address
- Financial account number
- Driver's license number
- Health insurance policy number
- Certain health information as provided in connection with workers' compensation and/or ADA accommodations proceedings

Note that not all of the above categories of information were included for each of the impacted individuals.