

November 27, 2023

Futures Without Violence
100 Montgomery Street, The Presidio
San Francisco, CA 94129

<<first name last name>>
<<address 1>>
<<address 2>>
<<city, state postal code>>

Notice of Security Incident

Dear <<first name last name>>,

Futures Without Violence (“**FUTURES**”) is writing to inform you of a data security event that may impact some of your personal information shared with and maintained by FUTURES. This notice provides information about the event, FUTURES’ response, and resources available to help protect your information from possible misuse, though at this point we have not seen evidence of your information being misused.

What happened?

In August 2023, we became aware that someone posing as a FUTURES employee interacted with one of our partners by email. FUTURES promptly reported the incident to law enforcement and began working with forensic investigators to understand the scope of the incident, to remediate it, and to implement additional data security measures, including shutting down certain systems. The incident most likely resulted from an unauthorized party obtaining a single employee’s email login information. No evidence of unauthorized access to other employee email accounts was found.

What information was involved?

In October 2023, it was determined that the unauthorized actor may have accessed and possibly acquired the following types of information for certain FUTURES partners, including you: full name, phone number, email address, <<exposed data elements>>. At this time, we have no indications that any of this information has been misused.

What we are doing.

As described above, an investigation was undertaken to assess and remediate the incident. We also reset all employees’ passwords and enhanced the security of our systems. We will also be notifying state regulators and officials, as required.

As a safeguard, we have arranged for you to enroll, at no cost to you, in TransUnion’s **Single Bureau Credit Monitoring/Single Bureau Credit Report/Single Bureau Credit Score** services. These services provide you with alerts for 18 months from the date of enrollment when changes occur to your credit file. This notification is sent to you the same day that the change or update takes place with the bureau. Finally, we are providing you with 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 specializing in fraud assistance and remediation services.

To enroll in Credit Monitoring services at no charge, please log on to <<URL>> and follow the instructions provided. When prompted please provide the following unique code to receive services: <CODE HERE>

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.

A credit card is not required for enrollment in TransUnion's services. If you have questions about the product, need assistance with questions regarding the incident or would like an alternative to enrolling in TransUnion's credit monitoring services online, please call the help line at <<customer service number>> and supply the fraud specialist with your unique code listed above. 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 a.m. to 8:00 p.m. EST, Monday through Friday, excluding holidays.

What you can do.

We also encourage you to remain vigilant against incidents of phishing, identity theft, and fraud by regularly reviewing your account statements and monitoring your free credit reports for suspicious activity and to detect errors. Please report any suspicious activity to appropriate law enforcement.

We recommend that you review the tips provided by the Federal Trade Commission's Consumer Information website, a valuable resource with some helpful tips on how to protect your information. Additional information is available at <https://consumer.ftc.gov/identity-theft-and-online-security>. To file a complaint with the FTC, go to IdentityTheft.gov or call 1-877-ID-THEFT (877-438-4338). Complaints filed with the FTC will be added to the FTC's Identity Theft Data Clearinghouse, which is a database made available to law enforcement agencies. For more information, you may also write to the FTC at:

Federal Trade Commission
600 Pennsylvania Ave., NW, H-350
Washington, DC 20580

You may obtain a copy of your credit report, free of charge, once every 12 months from each of the three nationwide credit reporting agencies. To order your annual free credit report, visit www.annualcreditreport.com or call toll free at 1-877-322-8228. Contact information for the three nationwide credit reporting agencies is as follows:

- 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

For more information.

We understand you may have additional questions about this event. If so, please call FUTURES at (415) 678-5614 Monday through Friday between 8 a.m. and 5 p.m. PST. The security of your information is a top priority for FUTURES. We take your trust in us and this matter very seriously, and we deeply regret any worry or inconvenience that this may cause you.

For Maryland Residents. You can obtain information from the Maryland Office of the Attorney General about steps you can take to avoid identity theft. You may contact the Maryland Attorney General at:

Maryland Office of the Attorney General
Consumer Protection Division
200 St. Paul Place
Baltimore, MD 21202
(888) 743-0023 (toll-free in Maryland)
(410) 576-6300
www.marylandattorneygeneral.gov

For Massachusetts Residents. You have the right to obtain a police report and request a security freeze as described above. The consumer reporting agencies may require that you provide 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 honoring your request to place a security freeze on your account.

For New York Residents. You can obtain information from the New York State Office of the Attorney General about how to protect yourself from identity theft and tips on how to protect your privacy online. You can contact the New York State Office of the Attorney General at:

Office of the Attorney General
The Capitol
Albany, NY 12224-0341
1-800-771-7755 (toll-free)
1-800-788-9898 (TDD/TTY toll-free line)
<https://ag.ny.gov/>

Bureau of Internet and Technology (BIT)
28 Liberty Street
New York, NY 10005
Phone: (212) 416-8433
<https://ag.ny.gov/resources/individuals/consumer-issues/technology>

For North Carolina Residents. You can obtain information from the North Carolina Attorney General's Office about preventing identity theft. You can contact the North Carolina Attorney General at:

North Carolina Attorney General's Office
9001 Mail Service Center
Raleigh, NC 27699-9001
(877) 566-7226 (toll-free in North Carolina)

(919) 716-6400
www.ncdoj.gov

For Washington, D.C. Residents. You may obtain information about preventing and avoiding identity theft from the Office of the Attorney General for the District of Columbia at:

Office of the Attorney General for the District of Columbia
400 6th Street NW
Washington, D.C. 20001
(202)-727-3400
www.oag.dc.gov