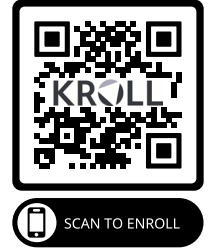




<<Return to Kroll>>
<<Return Address>>
<<City, State ZIP>>

<<FIRST_NAME>> <<MIDDLE_NAME>> <<LAST_NAME>> <<SUFFIX>>
<<ADDRESS_1>>
<<ADDRESS_2>>
<<CITY>>, <<STATE_PROVINCE>> <<POSTAL_CODE>>
<<COUNTRY>>



<<Date>> (Format: Month Day, Year)

Notice of Data Security Incident

Dear <<first_name>> <<last_name>>:

We are writing to inform you of a data security incident at Nova Recovery Center that may have exposed some of your personal information. Nova Recovery takes the protection and proper use of your information very seriously. For this reason, we are contacting you directly to explain the circumstances of the incident.

What Happened?

On or about May 25, 2025, Nova Recovery's IT and Security teams determined that certain systems hosted on the Nova Recovery network were subject to unauthorized access. Upon discovery, Nova Recovery promptly investigated the incident and notified federal and local law enforcement, removed the threat, and secured Nova Recovery's computing environment.

After a thorough investigation, on June 17, 2025, Nova Recovery learned that certain Nova Recovery business records stored in Nova Recovery's network, including some records that contained personal information were subject to unauthorized access. On July 9, 2025, Nova Recovery identified the individuals whose personal information was involved in the event.

What Information Was Involved?

Through ongoing investigation, Nova Recovery determined that your personal information was included in the files affected by this incident.

The information that may have been included are your first, middle, and last name, address, date of birth, Social Security number, and documentation with financial payment information in relation to services provided by Nova Recovery.

What We Are Doing

Upon discovering the incident, and to mitigate any potential harm, Nova Recovery immediately took action to contain the incident and to secure and restore the involved systems. We then retained a leading third-party forensic consulting firm to investigate the nature and scope of the incident and to assist us in putting additional security measures in place. We notified federal and local law enforcement authorities, and we are notifying state and federal agencies, as required by HIPAA and state privacy laws.

To help relieve concerns and restore confidence following this incident, we have secured the services of Kroll to provide identity monitoring at no cost to you for <<Monitoring Term Length (Months)>> months. Kroll is a global leader in risk mitigation and response, and their team has extensive experience helping people who have sustained an unintentional exposure of confidential data. Your identity monitoring services include Credit Monitoring, Fraud Consultation, and Identity Theft Restoration.

Visit <https://enroll.krollmonitoring.com> to activate and take advantage of your identity monitoring services.

You have until <<b2b_text_6(activation deadline)>> to activate your identity monitoring services.

Membership Number: <<Membership Number s_n>>

For more information about Kroll and your Identity Monitoring services, you can visit info.krollmonitoring.com.

Additional information describing your services is included with this letter.

What You Can Do

In addition to activating identity monitoring services, please review the “Recommended Steps to Help Protect Your Information” section included with this letter, which describes additional steps you can take to protect yourself, including recommendations by the Federal Trade Commission regarding how to place a fraud alert or a security freeze on your credit file.

For More Information

If you have questions, please call (866) 559-3487, Monday through Friday from 8:00 a.m. to 5:30 p.m. Central Time, excluding major U.S. holidays. Please have your membership number ready.

Protecting your information is important to us. We trust that the services we are offering to you demonstrate our continued commitment to your security and satisfaction.

Sincerely,

Nova Recovery Center

Recommended Steps to Help Protect Your Information

IDENTITY MONITORING



TAKE ADVANTAGE OF YOUR IDENTITY MONITORING SERVICES

You have been provided with access to the following services from Kroll:

Single Bureau Credit Monitoring

You will receive alerts when there are changes to your credit data—for instance, when a new line of credit is applied for in your name. If you do not recognize the activity, you'll have the option to call a Kroll fraud specialist, who will be able to help you determine if it is an indicator of identity theft. To receive credit services, you must be over the age of 18 and have established credit in the U.S., have a Social Security number in your name, and have a U.S. residential address associated with your credit file. A credit card is not required for enrollment in Kroll Monitoring Services.

Fraud Consultation

You have unlimited access to consultation with a Kroll fraud specialist. Support includes showing you the most effective ways to protect your identity, explaining your rights and protections under the law, assistance with fraud alerts, and interpreting how personal information is accessed and used, including investigating suspicious activity that could be tied to an identity theft event.

Identity Theft Restoration

If you become a victim of identity theft, an experienced Kroll licensed investigator will work on your behalf to resolve related issues. You will have access to a dedicated investigator who understands your issues and can do most of the work for you. Your investigator will be able to dig deep to uncover the scope of the identity theft, and then work to resolve it.

CREDIT REPORTS

We recommend that you remain vigilant by reviewing account statements and monitoring credit reports. Under federal law, you also are entitled every 12 months to one free copy of your credit report from each of the three major credit reporting companies. To obtain a free annual credit report, go to www.annualcreditreport.com or call 1-877-322-8228. You may wish to stagger your requests so that you receive a free report by one of the three credit bureaus every four months.

If you discover any suspicious items and have enrolled in Kroll's Monitoring Services, notify them immediately by calling them using the contact information provided above and filing a request for help.

If you file a request for help or report suspicious activity, you will be contacted by a member of Kroll's team who will help you determine the cause of the suspicious items.

You should also know that you have the right to file a police report if you ever experience identity fraud. Please note that in order to file a crime report or incident report with law enforcement for identity theft, you will likely need to provide some kind of proof that you have been a victim. A police report is often required to dispute fraudulent items. You can report suspected incidents of identity theft to local law enforcement or to the Attorney General.

FRAUD ALERTS

Place fraud alerts with the three credit bureaus. If you choose to place a fraud alert, we recommend you do this after activating your credit monitoring. You can place a fraud alert at one of the three major credit bureaus by phone and also via Experian's or Equifax's website. A fraud alert tells creditors to follow certain procedures, including contacting you, before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit. The contact information for all three bureaus is as follows:

CREDIT BUREAUS		
Equifax Fraud Reporting 1-866-349-5191 P.O. Box 105069 Atlanta, GA 30348-5069 www.equifax.com	Experian Fraud Reporting 1-888-397-3742 P.O. Box 9554 Allen, TX 75013 www.experian.com	TransUnion Fraud Reporting 1-800-680-7289 P.O. Box 2000 Chester, PA 19022-2000 www.transunion.com

It is necessary to contact only ONE of these bureaus and use only ONE of these methods. As soon as one of the three bureaus confirms your fraud alert, the others are notified to place alerts on their records as well. You will receive confirmation letters in the mail and will then be able to order all three credit reports, free of charge, for your review. An initial fraud alert will last for one year.

Please Note: No one is allowed to place a fraud alert on your credit report except you.

SECURITY FREEZE

By placing a security freeze, someone who fraudulently acquires your personal identifying information will not be able to use that information to open new accounts or borrow money in your name. You will need to contact the three national credit reporting bureaus listed above to place the freeze. Keep in mind that when you place the freeze, you will not be able to borrow money, obtain instant credit, or get a new credit card until you temporarily lift or permanently remove the freeze. There is no cost to freeze or unfreeze your credit files.

ADDITIONAL INFORMATION

You can obtain additional information about the steps you can take to avoid identity theft from the following agencies. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them: Identity Theft Clearinghouse, Federal Trade Commission, 600 Pennsylvania Avenue, NW Washington, DC 20580, <https://consumer.ftc.gov>, 1-877-IDTHEFT (438-4338), TTY: 1-866-653-4261.

Alabama: The Attorney General's Office for the State of Alabama, Consumer Protection Division, 501 Washington Avenue, Montgomery, AL 36104

Arizona Residents: Arizona Office of the Attorney General Consumer Protection & Advocacy Section, 2005 North Central Avenue, Phoenix, AZ 85004 1-602-542-5025

California Residents: Office of the Attorney General of California, 1300 I Street, Sacramento, CA 95814, Telephone: 1-800-952-5225.

Colorado Residents: Colorado Attorney General at 1300 Broadway, 10th Floor, Denver, CO 80203; 720-508-6000

Connecticut Residents: The Connecticut Office of the Attorney General, 165 Capitol Avenue, Hartford, CT 06106, 1-860-808-5318

Florida Residents: Florida Attorney General PL-01, The Capitol, Tallahassee, FL 32399-1050

Iowa Residents: You may contact law enforcement or the Iowa Attorney General's Office to report suspected incidents of identity Theft: Office of the Attorney General of Iowa, Consumer Protection Division, Hoover State Office Building, 1305 East Walnut Street, Des Moines, IA 50319, www.iowaattorneygeneral.gov, Telephone: (515) 281-5164.

Illinois Residents: 100 West Randolph Street, Chicago, IL 60601; 1-866- 999-5630

Kentucky Residents: Kentucky Attorney General, 700 Capitol Avenue, Suite 118 Frankfort, Kentucky 40601; www.ag.ky.gov; 1-502-696-5300.

Massachusetts Residents: Under Massachusetts law, you have the right to obtain a police report 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.

Maryland Residents: Office of the Attorney General of Maryland, Consumer Protection Division 200 St. Paul Place Baltimore, MD 21202, www.oag.state.md.us/Consumer, Telephone: 1-888-743-0023.

Maine Residents: Maine Attorney General 6 State House Station Augusta, ME 04333; 207-626-8800

New Jersey Residents: New Jersey Attorney General, 124 Halsey Street, Newark, NJ 07101

New Mexico Residents: You have rights pursuant to the Fair Credit Reporting Act, such as the right to be told if information in your credit file has been used against you, the right to know what is in your credit file, the right to ask for your credit score, and the right to dispute incomplete or inaccurate information. Further, pursuant to the Fair Credit Reporting Act, the consumer reporting agencies must correct or delete inaccurate, incomplete, or unverifiable information; consumer reporting agencies may not report outdated negative information; access to your file is limited; you must give your consent for credit reports to be provided to employers; you may limit "prescreened" offers of credit and insurance you get based on information in your credit report; and you may seek damages from a violator. You may have additional rights under the Fair Credit Reporting Act not summarized here. Identity theft victims and active-duty military personnel have specific additional rights pursuant to the Fair Credit Reporting Act. You can review your rights pursuant to the Fair Credit Reporting Act by visiting www.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf, or by writing Consumer Response Center, Room 130-A, Federal Trade Commission, 600 Pennsylvania Ave. N.W., Washington, D.C. 20580.

New York Residents: Office of the Attorney General, The Capitol, Albany, NY 12224-0341; 1-800-771-7755

North Carolina Residents: Office of the Attorney General of North Carolina, 9001 Mail Service Center Raleigh, NC 27699-9001, www.ncdoj.gov, Telephone: 1-919-716-6400.

Oregon Residents: Oregon Department of Justice, 1162 Court Street NE, Salem, OR 97301-4096, www.doj.state.or.us/, Telephone: 1-877-877-9392.

Pennsylvania Residents: Pennsylvania Office of Attorney General Strawberry Square, Harrisburg, PA 17120; 717-787-3391

Rhode Island Residents: You have the right to file or obtain a police report related to this incident. You may also obtain information about preventing and avoiding identity theft from the Office of the Attorney General, 150 South Main Street, Providence, Rhode Island 02903, www.riag.ri.gov, Telephone: 1-401-274-4400.

South Carolina Residents: South Carolina Attorney General Consumer Affairs Division at 293 Greystone Boulevard, Suite 400; 803-734-4200

South Dakota: Division of Consumer Protection 1302 E Hwy 14 Suite 3 Pierre SD 57501-8501; 605-773-4400

Texas Residents: P.O. Box 12548, Austin, TX, 78711- 2548; 800-621-0508; or <https://www.texasattorneygeneral.gov/consumer-protection/identity-theft>.

Virginia Residents: Virginia Attorney General may be contacted at 804-786-2042

West Virginia Residents: West Virginia Attorney General at State Capitol Complex, Bldg. 1, Rm E-26, 1900 Kanawha Blvd E, Charleston, WV 25305; 1-800-368-8808