

<Return Name>
c/o Cyberscout
<Return Address>
<City> <State> <Zip>



<FirstName> <LastName>
<Address1>
<Address2>
<City><State><Zip>

August x, 2025

DATE <<variable Header>>

To <<First Name>> <<Last Name>>:

We are writing to make you aware of a cyber incident involving unauthorized access to some of your personal data that was stored on a third-party application. Importantly, no credit information was accessed. We are providing details about the incident and about resources we are providing to assist you.

What happened?

We recently experienced a cyber incident involving a third-party application serving our U.S. consumer support operations. The unauthorized access includes some limited personal information belonging to you.

We regret any concern caused by this incident and take seriously the responsibility to help secure consumer information. Below you will find information on what we have done to prevent further improper access, as well as steps you can take to help protect your personal information.

What information was involved?

The information was limited to specific data elements and did not include credit reports or core credit information. In your case, the information involved included your <<impacted data elements>>.

What we are doing.

TransUnion takes the protection of personal information seriously, which is why we engage in robust, proactive security measures. We continue to enhance our security controls as appropriate to minimize the risk of any similar incident in the future.

What you can do.

In response to the incident, we are providing you with access to credit monitoring services that will alert you whenever there is a change to your credit file. We are offering these services at no charge for 24 months from the date you enroll.

We are also providing you with proactive fraud assistance to help with any questions that you might have now or in the event that you become a victim of fraud. These services will be provided by Cyberscout, a TransUnion company specializing in fraud assistance and remediation services.

If you have any questions about this matter or would like additional information, please refer to the enclosed Steps You Can Take to Help Protect Your Personal Information or call toll-free 1-800-516-4700. This call center is open Monday through Friday from 8a.m.–8 p.m. Eastern Time, except major holidays.

Sincerely,

TransUnion Consumer Relations

STEPS YOU CAN TAKE TO HELP PROTECT YOUR PERSONAL INFORMATION

Enroll in Credit Monitoring Services

TransUnion is providing you with access to myTrueIdentity Online (TransUnion) Credit Monitoring services at no charge for 24 months from the date of enrollment.

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

- TransUnion Credit Monitoring, Report and Score
- Identity Protection Services
- Identity Resolution Services
- \$1,000,000 Identity Theft Insurance

How do I enroll?

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

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. 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.

If you have questions about these services, please visit www.mytrueidentity.com.

What can I do on my own to address this situation?

A fraud alert is a statement that is added to your credit file that will notify potential credit grantors that you may be or have been a victim of identity theft and, before they extend credit, they should use take extra steps to verify your identity. You can place a fraud alert on your credit report by contacting any one of the three nationwide credit bureaus using the information below. Once the fraud alert is added, the request will be shared with the other bureaus within 24 hours.

You may place a fraud alert without signing up for the services above. If you choose to place a fraud alert on your own, you will need to contact one of the three major credit bureaus 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 a free copy of your credit report and monitor it for any suspicious activity. You can obtain a free credit report once a week by visiting www.annualcreditreport.com or by calling 1-877-322-8228; TTY: 1-877-730-4204.

You can also obtain more information from the Federal Trade Commission (FTC) about identity theft and ways to protect yourself. The FTC has an identity theft hotline: 877-438-4338; TTY: 1-866-653-4261. They also provide information online at www.ftc.gov/idtheft.

Place a Credit Freeze

You have the right to request a credit freeze from a consumer reporting agency, free of charge, so that no new credit can be opened in your name without your permission. A freeze is designed to prevent potential credit grantors from accessing your credit report without your consent. If you place a freeze, potential creditors and other third parties will not be able to get access to your credit report unless you temporarily lift the freeze.

Unlike a fraud alert, you must separately place a freeze on your credit file at each credit bureau. To place a freeze on your credit report, contact them online or by phone or mail and provide proper identification of your identity. The following information must be included when requesting a security freeze (note that if you are requesting a freeze for your spouse, this information must be provided for them as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; and (4) current address and any previous addresses for the past five years.

Below, please see relevant contact information for the three consumer reporting agencies:

Equifax	P.O. Box 105788 Atlanta, GA 30348	1-800-685-1111	www.equifax.com
Experian	P.O. Box 9554 Allen, TX 75013	1-888-397-3742	www.experian.com
TransUnion	P.O. Box 160 Woodlyn, PA 19094	1-888-909-8872	www.transunion.com

Thank you for your attention:

At TransUnion, we are committed to helping consumers achieve their financial goals and keeping their financial information secure. We appreciate your understanding in this matter and stand ready to support.