

Notice of Data Breach

Community Services of Missouri is committed to protecting the privacy and security of its clients' personal information. We experienced a data security incident that may have involved your information as described below. Because we are unable to definitively determine exactly whose information was involved or their contact information, we are issuing this public notice to all individuals whose information was potentially involved. The purpose of this notification is to provide information about the incident and steps you can take to help protect your information.

What Happened:

On July 21, 2025, we became aware of technical issues related to our server, which had a limited set of personal information of clients who have felony records. Upon discovery, we took immediate steps to confirm our systems were secure, including retaining outside cybersecurity specialists to investigate the incident. We also notified federal law enforcement. On August 10, 2025, we determined that an unauthorized actor potentially accessed or acquired data from our server.

What Information Was Involved: The types of information that may have been contained on the server is full name in combination with a Social Security number.

What We Are Doing: We are taking this incident seriously. We engaged outside cybersecurity specialists to investigate. We also have established a professional call center, detailed below, to contact if you have any questions.

What You Can Do: This incident does not mean that you have or will be a victim of fraud. However, one may remain vigilant against incidents of identity theft and fraud by reviewing one's credit reports and account statements for suspicious activity and to detect errors. If you discover any suspicious or unusual activity on your accounts, please promptly contact the financial institution or company. We have included additional information below on steps you may take.

For More Information: If you have any questions regarding the incident, please do not hesitate to contact our dedicated Haystack support team at 888-844-1268. We are committed to maintaining your trust in us and continue to be thankful for your support during this time.

Sincerely,

Community Service of Missouri

STEPS YOU CAN TAKE TO HELP PROTECT YOUR INFORMATION

Monitor Your Accounts and Credit Reports

One may remain vigilant against incidents of identity theft and fraud by reviewing your credit reports/account statements and explanation of benefits forms for suspicious activity and to detect errors. Under U.S. law, you are entitled to one free credit report annually from each of the three major credit reporting bureaus, TransUnion, Experian, and Equifax. To order your free credit report, visit www.annualcreditreport.com or call 1-877-322-8228. Once you receive your credit report, review it for discrepancies and identify any accounts you did not open or inquiries from creditors that you did not authorize. If you have questions or notice incorrect information, contact the credit reporting bureau.

You have the right to place an initial or extended “fraud alert” on a credit file at no cost. An initial fraud alert is a one-year alert that is placed on a consumer’s credit file. Upon seeing a fraud alert, a business is required to take steps to verify the consumer’s identity before extending new credit. If you are a victim of identity theft, you are entitled to an extended fraud alert lasting seven years. Should you wish to place a fraud alert, please contact any of the three credit reporting bureaus listed below.

As an alternative to a fraud alert, you have the right to place a “credit freeze” on a credit report, which will prohibit a credit bureau from releasing information in the credit report without your express authorization. The credit freeze is designed to prevent credit, loans, and services from being approved in your name without your consent. However, you should be aware that using a credit freeze may delay, interfere with, or prohibit the timely approval of any subsequent request or application you make regarding a new loan, credit, mortgage, or any other account involving the extension of credit.

Pursuant to federal law, you cannot be charged to place or lift a credit freeze on your credit report. To request a credit freeze, you should provide the following information:

1. Full name (including middle initial as well as Jr., Sr., III, etc.);
2. Social Security number;
3. Date of birth;
4. Address for the prior two to five years;
5. Proof of current address, such as a current utility or telephone bill;
6. A legible photocopy of a government-issued identification card (e.g., state driver’s license or identification card); and
7. A copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft, if you are a victim of identity theft.

Should you wish to place a fraud alert or credit freeze, please contact the three major credit reporting bureaus listed below:

TransUnion

1-800-680-7289

www.transunion.com

TransUnion Fraud Alert

P.O. Box 2000

Chester, PA 19016-2000

TransUnion Credit Freeze

P.O. Box 160

Woodlyn, PA 19094

Experian

1-888-397-3742

www.experian.com

Experian Fraud Alert

P.O. Box 9554

Allen, TX 75013

Experian Credit Freeze

P.O. Box 9554

Allen, TX 75013

Equifax

1-888-298-0045

www.equifax.com

Equifax Fraud Alert

P.O. Box 105069

Atlanta, GA 30348-5069

Equifax Credit Freeze

P.O. Box 105788

Atlanta, GA 30348-5788

Additional Information

You can further educate yourself regarding identity theft, fraud alerts, credit freezes, and the steps you can take to protect your personal information by contacting the credit reporting bureaus, the Federal Trade Commission (FTC), or your state Attorney General. The FTC also encourages those who discover that their information has been misused to file a complaint with them. The FTC may be reached at 600 Pennsylvania Ave. NW, Washington, D.C. 20580; www.identitytheft.gov; 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261.

You have the right to file a police report if you ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, you will likely need to provide some proof that you have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement, your state Attorney General, and the FTC. This notice has not been delayed by law enforcement.

For D.C. residents, the District of Columbia Attorney General may be contacted at 441 4th Street NW #1100, Washington, D.C. 20001; 202-727-3400, and <https://oag.dc.gov/consumer-protection>.

For Kentucky residents, the Kentucky Attorney General may be contacted at 700 Capitol Avenue, Suite 118, Frankfort, Kentucky 40601; 502-696-5300; and www.ag.ky.gov.

For Maryland residents, the Maryland Attorney General may be contacted at Office of the Attorney General, 200 St. Paul Place, Baltimore, MD 21202; 1-888-743-0023; or www.marylandattorneygeneral.gov.

For 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: (i) the consumer reporting agencies must correct or delete inaccurate, incomplete, or unverifiable information; (ii) the consumer reporting agencies may not report outdated negative information; (iii) access to your file is limited; (iv) you must give consent for credit reports to be provided to employers; (v) you may limit "prescreened" offers of credit and insurance you get based on information in your credit report; (vi) and you may seek damages from violators. 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. We encourage you to review your rights

pursuant to the Fair Credit Reporting Act by visiting

https://files.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf, or by writing

Consumer Response Center, Room 130-A, FTC, 600 Pennsylvania Ave. N.W., Washington, D.C.

20580.

For New York residents, the New York Attorney General may be contacted at Office of the Attorney

General, The Capitol, Albany, NY 12224-0341; 1-800-771-7755; or <https://ag.ny.gov>.

For North Carolina residents, the North Carolina Attorney General may be contacted at 9001 Mail

Service Center, Raleigh, NC 27699-9001; 1-877-566-7226 or 1-919-716-6000; and www.ncdoj.gov.

For Oregon residents, the Oregon Attorney General may be contacted at Oregon Department of

Justice, 1162 Court St. NE, Salem, OR 97301-4096; 1-877-877-9392; and

<https://doj.state.or.us/consumer-protection/>.

For Rhode Island residents, the Rhode Island Attorney General may be contacted at 150 South Main

Street, Providence, RI 02903; 1-401-274-4400; and www.riag.ri.gov. Under Rhode Island law, you

have the right to obtain any police report filed in regard to this incident. We have no information

indicating that the data of a Rhode Island resident was involved with this incident.

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