

Gravity Payments, Inc.

Return Mail Processing
PO Box 999
Suwanee, GA 30024

24 3 6179 *****AUTO**ALL FOR AADC 030
SAMPLE A. SAMPLE - L01



APT ABC
123 ANY ST
ANYTOWN, US 12345-6789



RE: Notice of Data [Extra1]

[Date]

Dear Sample A. Sample:

Gravity Payments, Inc. (“Gravity” or “we”) is writing to inform you of a data security incident that may have affected some of your personal information. Gravity is a credit card processing and financial services company, and we obtained your personal information in the course of the services we provide. We want to provide you with details about the incident and our response to help you protect your information from possible misuse, should you feel it is appropriate to do so.

What Happened

On or around August 22, 2025, a third-party service provider informed us that due to a vulnerability in their software an unknown actor gained access to certain files belonging to Gravity stored in its customer relationship management software. Upon becoming aware of this activity, we immediately launched an investigation to better understand the scope and impact of the incident with the assistance of third-party cybersecurity experts to remediate and further investigate what happened. The investigation determined that an unauthorized third party gained access to a limited number of Gravity files. Gravity conducted a time-intensive review of the affected files to identify the personal information contained therein. That review was completed on January 15, 2026, and identified that some of your personal information may have been affected. At present, we have no evidence that any of your personal information has been misused as a result of this incident.

What Information Was Involved

The impacted personal information relating to you includes your name and [Extra2].

What We Are Doing

Upon discovery of the incident, we secured our systems, permanently revoked the third-party service provider’s access to our data, and notified law enforcement. We have no evidence that there is any ongoing threat to our system or network. We are also notifying you so that you may take further steps to protect your information should you feel it appropriate to do so. We are providing you with access to [Extra3] months of credit monitoring and identity restoration services through Experian, at no charge to you. You must enroll within 90 days from the date of this letter, [Date].

What You Can Do

We encourage you to remain vigilant against incidents of identity theft and fraud, to review your account statements, and to monitor your credit reports for suspicious activity. Please review the enclosed “*Steps You Can Take to Help Protect Your Information*” which describes the services we are offering, how to activate them, and provides further details on how to protect yourself.

For More Information

Protecting your information is important to us. Please be assured that we are committed to helping you protect your personal information and identity and ensuring that your information is safe and secure.

We sincerely regret any inconvenience this incident may have caused you. If you have additional questions, you may call our dedicated assistance line at 833-931-5050, Monday-Friday, from 8 am to 8 pm Central Time, or write to us at 110 N 27th St, Boise, ID 83702.

Sincerely,

Gravity Payments

STEPS YOU CAN TAKE TO HELP PROTECT YOUR INFORMATION

In response to the incident, we are providing you with access to Single Bureau Credit Monitoring/Single Bureau Credit Report/Single Bureau Credit Score services at no charge. These services provide you with alerts for [Extra3] 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 Experian specializing in fraud assistance and remediation services.

How Do I Enroll for the Free Services?

To enroll in Credit Monitoring services at no charge, please log on to <https://www.experianidworks.com/1Bcredit> and follow the instructions provided. When prompted please provide the following unique code to receive services: ABCDEFGHI 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.

Free Credit Report

Under U.S. law, you are entitled to one free credit report annually from each of the three major credit reporting bureaus (Equifax, Experian, and TransUnion). Obtaining a copy of your credit report from each agency on an annual basis, and reviewing it for suspicious activity, can help you spot problems and address them quickly. You can request your free credit report online at www.annualcreditreport.com or by phone at 1-877-322-8228. You can also request your free credit report by completing the request form at: www.annualcreditreport.com, and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281. You may wish to stagger your requests so that you receive a free report by one of the three credit bureaus every four months.

Fraud Alert

As a precaution against identity theft, you can consider placing a fraud alert on your credit file. A “fraud alert” tells creditors to contact you before opening a new account or changing an existing account. A fraud alert also lets your creditors know to watch for unusual or suspicious activity. To place a fraud alert, call any one of the three major credit reporting agencies listed below. An initial fraud alert remains effective for ninety days, and is free of charge. If you wish, you can renew the fraud alert at the expiration of this initial period. As soon as one credit agency confirms your fraud alert, the others are notified to place fraud alerts on your file.

Equifax® P.O. Box 105069 Atlanta, GA 30348-5069 1-800-685-1111 https://www.equifax.com/personal/credit-report-services/credit-fraud-alerts	Experian P.O. Box 9554 Allen, TX 75013-9701 1-888-397-3742 www.experian.com/fraud/center.html	TransUnion® P.O. Box 2000 Chester, PA 19016-1000 1-800-680-7289 https://www.transunion.com/fraud-alerts
---	--	--

Security Freeze

Federal law also allows consumers to place, lift or remove a security freeze on their credit reports at no charge. A security freeze prohibits a credit reporting agency from releasing any information from a consumer's credit report without written authorization. Be aware that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit mortgages, employment, housing, or other services.

To place a security freeze on your credit report, you must send a written request by regular, certified, or overnight mail at the addresses below to *each* of the three major credit reporting agencies: Equifax (www.equifax.com); Experian (www.experian.com); and TransUnion (www.transunion.com). You may also request the security freeze through *each* of the credit reporting agencies' websites or over the phone:

Equifax® P.O. Box 105069 Atlanta, GA 30348-5069 1-800-685-1111 https://www.equifax.com/personal/credit-report-services/credit-fraud-alerts	Experian P.O. Box 9554 Allen, TX 75013-9701 1-888-397-3742 www.experian.com/fraud/center.html	TransUnion® P.O. Box 2000 Chester, PA 19016-1000 1-800-680-7289 https://www.transunion.com/fraud-alerts
---	--	--

In order to request a security freeze, you will need to provide the following information:

1. Your full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security Number;
3. Date of birth;
4. If you have moved in the past five (5) years, provide the addresses where you have lived over the prior five years;
5. Proof of current address such as a current utility bill or telephone bill;
6. A legible photocopy of a government issued identification card (state driver's license or ID card, military identification, etc.);
7. If you are a victim of identity theft, include a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft; and
8. If you are not a victim of identity theft, include payment by check, money order, or credit card (Visa, MasterCard, American Express or Discover only). Do not send cash through the mail.

The credit reporting agencies have three (3) business days after receiving your request to place a security freeze on your credit report. The credit bureaus must also send written confirmation to you within five (5) business days and provide you with a unique personal identification number (PIN) or password, or both that can be used by you to authorize the removal or lifting of the security freeze.

To lift the security freeze in order to allow a specific entity or individual access to your credit report, you must call or send a written request to the credit reporting agencies by mail and include proper identification (name, address, and social security number) and the PIN number or password provided to you when you placed the security freeze as well as the identities of those entities or individuals you would like to receive your credit report or the specific period of time you want the credit report available. The credit reporting agencies have three (3) business days after receiving your request to lift the security freeze for those identified entities or for the specified period of time.

To remove the security freeze, you must send a written request to each of the three credit bureaus by mail and include proper identification (name, address, and social security number) and the PIN number or password provided to you when you placed the security freeze. The credit bureaus have three (3) business days after receiving your request to remove the security freeze.

Additional Information

You may obtain additional information about identity theft by contacting the above, your state Attorney General, or the Federal Trade Commission (FTC). The Federal Trade Commission can be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580; www.identitytheft.gov; 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261. You are advised to report known or suspected identity theft to law enforcement, including your state's Attorney General and the FTC. Under the law, you have the right to obtain any police report filed in regard to this incident. If you are the victim of identity theft or fraud, you also have the right to file a police report and obtain a copy of it. Notice was not delayed as a result of law enforcement.

For Connecticut residents, the Attorney General can be contacted at 165 Capitol Avenue, Hartford, CT 06106, or (860) 808-5318.

For District of Columbia residents, the Attorney General can be contacted at 400 6th Street NW, Washington, D.C. 20001, oag.dc.gov, or (202) 727-3400.

For Indiana residents, the Attorney General can be contacted at 302 W. Washington Street, 5th Floor, Indianapolis, IN 46204, or (317) 232-6330.

For Louisiana residents, the Attorney General can be contacted at 1885 North Third Street, Baton Rouge, LA 70802 P.O. Box 94005 Baton Rouge, LA 70804, or (225) 326-6079.

For Maryland residents, the Attorney General can be contacted at 200 St. Paul Place, 16th Floor, Baltimore, MD 21202, oag.state.md.us, or (888) 743-0023.

For Maine residents, the Attorney General can be contacted at 6 State House Station, Augusta, ME 04333, or (207) 626-8800.

For Massachusetts residents, the Attorney General can be contacted at 1 Ashburton Place, 20th Floor, Boston, MA 02108 (617) 727-8400.

For Montana residents, the Attorney General can be contacted at P.O. Box 201401, Helena, MT 59620-1401, or (406) 444-2026.

For Nebraska residents, the Attorney General can be contacted at 1445 K Street, Room 2115 PO Box 98920 Lincoln, NE 68508, or (402) 471-2683.

For New Hampshire residents, the Attorney General can be contacted at 1 Granite Place, South Concord, NH 03301, or (603) 271-3658.

For New Jersey residents, the Attorney General can be contacted at PO Box 080, Trenton, NJ 08625-0080, www.njoag.gov, or (609) 984-5828.

For New York residents, the Attorney General can be contacted at The Capitol, Albany, NY 12224, ag.ny.gov, or (800) 771-7755.

For North Carolina residents, the Attorney General can be contacted at 9001 Mail Service Center, Raleigh, NC 27699, NCdoj.gov, or (919) 716-6000.

For Oregon residents, the Attorney General can be contacted at 1162 Court St. NE, Salem, OR 97301-4096, www.doj.state.or.us, or (877) 877-9392.

For Vermont residents, the Attorney General can be contacted at 109 State Street, Montpelier, VT 05609, or (802) 828-3171.

For Virginia residents, the Attorney General can be contacted at 202 N 9th St, Richmond, VA 23219 or (804) 786-2071.

For Washington residents, the Attorney General can be contacted at 1125 Washington St SE, PO Box 40100, Olympia, WA 98504, or (360) 753-6200.