



IDX Return Processing  
P.O. Box 989728  
West Sacramento, CA 95798-9728

<<First Name>> <<Last Name>>  
<<Address1>>  
<<Address2>>  
<<City>>, <<State>> <<Zip>>

Enrollment Code: <<XXXXXXXXXX>>

Enrollment Deadline: August 1, 2026

To Enroll, Scan the QR Code Below:



Or Visit:

<https://app.idx.us/account-creation/protect>

May 1, 2026

## NOTICE OF SECURITY INCIDENT

Dear <<First Name>> <<Last Name>>,

On behalf of 7-Eleven, Inc., we are writing to inform you about a recent incident that involved personal information about you.

### WHAT HAPPENED

We recently discovered that on April 8, 2026, an unauthorized third party gained access to certain 7-Eleven systems used to store franchisee documents.

We take the security of your personal information very seriously and immediately launched an investigation in order to assess the affected documents and bring this to your attention. We also wanted to apologize for any inconvenience this may cause you.

### WHAT INFORMATION WAS INVOLVED

Through our investigation, we have determined that documents involved in the incident included the information you provided to us during your franchise application. This included your name, address, <<other data elements>>.

### WHAT WE ARE DOING

We initiated an investigation with a leading forensics firm as soon as we learned of these issues to assess and remediate the incident. We have also arranged for you to enroll in identity theft protection services and CyberScan monitoring through IDX at no cost to you for up to 24 months. To activate this coverage, please call the toll-free number 1-833-788-9712., visit <https://app.idx.us/account-creation/protect>, or scan the QR image and use the Enrollment Code provided above. IDX representatives are available Monday through Friday from 9 am - 9 pm Eastern Time. The redemption code is required for enrollment and is unique for your use and should not be shared. You will also need to provide your Social Security Number to activate credit monitoring. Please note the deadline to enroll is August 1, 2026.

### WHAT YOU CAN DO

We recommend that you take the following steps to monitor for any potential misuse of your personal information:

- You should regularly review your account statements and monitor free credit reports. Under federal law, you are entitled to obtain one free copy of your credit report every twelve months from each of the nationwide consumer reporting agencies. You can obtain a free copy of your credit report from each agency by calling 1-877-322-8228

or visiting [www.annualcreditreport.com](http://www.annualcreditreport.com). We recommend that you periodically obtain credit reports from each nationwide credit reporting agency. If you discover information on your credit report arising from a fraudulent transaction, you may request that the credit reporting agency delete that information from your credit report file.

- You may also consider contacting the credit reporting agencies directly if you wish to put in place a fraud alert or a security freeze. A fraud alert will notify any merchant checking your credit history that you may be the victim of identity theft and that the merchant should take additional measures to verify the application. Contacting any one of the three agencies will place an alert on your file at all three. A security freeze restricts all creditor access to your account but might also delay any requests you might make for new accounts.
  - Equifax: 800-525-6285; [equifax.com](http://equifax.com); P.O. Box 740241, Atlanta, GA 30374
  - Experian: 1-888-EXPERIAN (397-3742); [experian.com](http://experian.com); P.O. Box 9532, Allen, TX 75013
  - TransUnion: 800-680-7289; [transunion.com](http://transunion.com); Fraud Victim Assistance Division, P.O. Box 2000, Chester, PA 19022
- To place a credit freeze, you will need to supply your name, address, date of birth, Social Security number, and other personal information. The agencies are not permitted to charge you for placing or lifting a freeze. Each credit reporting agency will confirm your request with a unique PIN or password that you will need in order to lift or remove the freeze. You should keep the PIN or password in a safe place.
- Under state law, you may have the right to obtain any police report filed 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

To report incidents of fraud and identity theft, you can contact the Federal Trade Commission (FTC) at 1-877-ID-THEFT or through their website at [identitytheft.gov](http://identitytheft.gov). You can also contact local law enforcement or your state's attorney general.

#### **FOR MORE INFORMATION**

If you have questions or concerns about this, or if we can be of further assistance to you, please do not hesitate to contact us at [questions@7-11.com](mailto:questions@7-11.com).

Sincerely,

Jim Kastle  
Chief Information Security Officer  
7-Eleven, Inc.

#### **IMPORTANT CONTACT INFORMATION**

Note for residents of Maryland, North Carolina, New York, and District of Columbia: You may also obtain information about avoiding identity theft from your local Attorney General's Office.

- **Maryland:** Office of the Attorney General, Consumer Protection Division, 200 St. Paul Place, Baltimore, MD 21202, (888) 743-0023, <https://oag.maryland.gov>
- **North Carolina:** Department of Justice, 9001 Mail Service Center, Raleigh, NC 27699-9001, (877) 566-7226, [ncdoj.com](http://ncdoj.com)
- **New York:** State Division of Consumer Protection, 123 William Street, New York, NY 10038-3804, (800) 697-1220, [www.dos.ny.gov/consumerprotection](http://www.dos.ny.gov/consumerprotection)
- **District of Columbia:** Office of Consumer Protection, 441 4th Street, NW, Washington, DC 20001, (202) 442-9828, [oag.dc.gov/consumer-protection](http://oag.dc.gov/consumer-protection)