



PO BOX #26193
 9051 Mira Mesa Blvd
 San Diego, CA 92196

May 19, 2026



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<FIRST> <LAST>
 <ADDRESS2>
 <ADDRESS>
 <CITY>, <State> <Zip>

Dear <First> <Last>,

We are contacting you to advise you that we have experienced a security incident that may have involved your personal information.

WHAT HAPPENED?

Plaza Home Mortgage, Inc. (“Plaza” or “we”) experienced a security incident involving unauthorized access to one employee’s computer on or around February 17, 2026. Threat actors illegally accessed our information systems without permission. Our security controls immediately informed us about the access, and we took action immediately to shut down the attack. Based on our investigation about this issue, an unauthorized party may have obtained some of your personal information.

WHAT INFORMATION WAS INVOLVED?

The personal information that may have been accessed may have included your name, address, social security number, birth date, driver’s license or other government identification and information related to mortgage loan applications and servicing.

The personal information that was accessed was not the same for each person and does not always include all the above data elements.

WHAT ARE WE DOING?

Upon discovering that threat actors accessed your personal information, we promptly launched an investigation. We took immediate actions to remove the threat actor from our systems and other security measures to further secure our information systems and your personal information.

We have implemented additional organizational, technical and administrative security measures to prevent the reoccurrence of this security incident and to protect the personal information of our customers.



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WHAT CAN YOU DO?

We are notifying you so that you can take action which will help to minimize or eliminate potential harm. We strongly advise you to take preventive measures to help prevent and detect any misuse of your information.

To help protect you, we have retained CyEx, a specialist in identity theft prevention to provide you with 12 months of credit monitoring services and identity theft services, free of charge. You can enroll in the program by following the instructions included in this notification.

As a first step, we recommend that you closely monitor your financial accounts and if you see any unauthorized activity, you should promptly contact your financial institution.

To further protect yourself from the possibility of identity theft, we recommend that you immediately place a fraud alert on your credit files. A fraud alert conveys a special message to anyone requesting your credit report that you suspect you were a victim of fraud. When you or someone else attempts to open a credit account in your name, the lender should take measures to verify that you have authorized the request. A fraud alert should not stop you from using your existing credit cards or other accounts, but it may slow down your ability to get new credit. An initial fraud alert is valid for ninety (90) days. To place a fraud alert on your credit reports, contact one of the three major credit reporting agencies at the appropriate number listed below or via their website. One agency will notify the other two on your behalf. You will then receive letters from the agencies with instructions on how to obtain a free copy of your credit report from each.

- Equifax (888)766-0008 or <https://www.equifax.com/personal/credit-report-services/credit-fraud-alerts/>
- Experian (888) 397-3742 or www.experian.com
- TransUnion (800) 680-7289 or www.transunion.com

Even if you do not find any suspicious activity on your initial credit reports, the Federal Trade Commission (FTC) recommends that you check your credit reports periodically. Checking your credit reports periodically can help you spot a problem and address it quickly. You can contact the Federal Trade Commission by calling 1.877.438.4338 (1.877.IDTHEFT) or online at <https://reportfraud.ftc.gov/assistant>.

We sincerely apologize for the inconvenience this incident has caused you. Please be advised that we will keep you informed of any developments in the investigation which may be of importance TO YOU.

WHO TO CALL OR CONTACT WITH QUESTIONS?

If you have further questions or concerns, please contact the undersigned at this special telephone number 844-953-3450, Monday – Friday 8 a.m. to 11 p.m. and Saturday 9 a.m. to 6 p.m., except holidays.

Sincerely,

Plaza's Privacy Team



{{First name}} {{Last name}}

Enter your Activation Code: {{ActivationCode}}

Enrollment Deadline: {{Deadline}}

Service Term: {{Term Length}}*

Financial Shield Complete

Key Features

- 1-Bureau Credit Monitoring
- Financial Transaction Monitoring
- High-Risk Transaction Monitoring
- Bank & Financial Account Monitoring
- Home Title Monitoring
- Real-Time Authentication Alerts
- Fictitious Identity Monitoring
- Address Change Monitoring
- Monthly Credit Score and Tracker (VantageScore 3.0)
- Spend Tracking by Category
- \$1 Million Identity Theft Insurance**

Enrollment Instructions

To enroll in Financial Shield, visit <https://www.financialshield.com>

- 1. Enter your unique Activation Code** [{{FinancialShieldID}}](#)
Enter your Activation Code and click 'Redeem Code'.
- 2. Create Your Account**
Enter your email address, create your password, and click 'Create Account'.
- 3. Register**
Enter your legal name, home address, phone number, date of birth, Social Security Number, and click 'Complete Account'.
- 4. Complete Activation**
Click 'Continue to Dashboard' to finish enrolling.

The deadline to enroll is [{{Deadline}}](#). After [{{Deadline}}](#), the enrollment process will close, and your Financial Shield code will no longer be active. **If you do not enroll by** [{{Deadline}}](#), **you will not be able to take advantage of Financial Shield, so please enroll before the deadline.**

If you need assistance with the enrollment process or have questions regarding Financial Shield, please call Financial Shield directly at 1.888.713.0806.

*Service Term begins on the date of enrollment, provided that the enrollment takes place during the approved enrollment period.

**Identity Theft Insurance is underwritten by insurance company subsidiaries or affiliates of American International Group, Inc. The description herein is a summary and intended for informational purposes only and does not include all terms, conditions, and exclusions of the policies described. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

