

From: Data Protection DataProtection@noticemail.csid.com
Subject: [EXTERNAL] DBM-5547 Advantage Gold Standard Test 5 Important Notice Regarding Your Personal Information
Date: March 27, 2026 at 10:04 AM
To: [REDACTED]



3600 W. Parmer
Austin, TX 78727

March 27, 2026

RE: Important Security Notification. Please read this entire letter.

To whom it may concern:

Advantage Gold recently determined that the security of your personal information may have been affected by an incident we previously discovered. Upon learning of the issue, we immediately engaged outside cybersecurity and IT experts to help investigate and contain the incident. The investigation into what data was affected required additional effort that we have recently concluded.

What Happened? Like many companies we procure data security software and services from third party vendors. It appears that in the late third and early fourth calendar quarters of 2025, the threat actor community (often referred to as “hackers”) became aware of a vulnerability in certain firewall software we procure from a third party. Prior to the vendor informing us of that vulnerability, it was exploited to allow unauthorized persons to get past our firewall and gain access to our networks and systems including those that contained certain personal information.

What Information Was Involved? Our investigation indicates that the following personal information was subject to unauthorized access. We do not currently have any evidence of actual use of such personal information by a third party: Name, address, contact information, limited number of SSNs, limited amount of custodian account numbers.

What Are We Doing? We take the protection of your personal information seriously. As indicated above, immediately upon discovering the incident we engaged outside cybersecurity and IT experts to help investigate, contain, and remediate the incident. The investigation into what data was affected required additional effort that we have recently concluded. As part of that process we have further retained outside cybersecurity counsel to assist us in fulfilling our obligations to you.

What You Can Do

Here’s what you can do to protect yourself from identity theft and fraud:

- **Remain vigilant** for incidents of fraud, identity theft, and errors by regularly reviewing your account statements for any unauthorized activity and monitoring free credit reports over the next twelve to twenty-four months.
- **Establish a password** on your account(s). Also, routinely change online account passwords and security questions.
- **Report any suspicious or unauthorized activity** to law enforcement and to the Federal Trade Commission (FTC) at 1-877-FTC-HELP (1-877-382-4357).
- **Notify Experian immediately** (if you have signed up for the service we have made available) of any suspicious activity or suspected identity theft.
- **Carefully monitor your credit report.** You may obtain a free copy of your credit report from each of the three major credit reporting agencies once every 12 months. You may also have information relating to fraudulent transactions deleted from your credit report.
- **Place a free fraud alert or security freeze on your credit file**, which tells creditors to contact you before they open any new accounts or change your existing accounts – and alerts them of possible fraudulent activity. Fraud alerts last 90 days unless you manually renew them or use an automatic fraud alert feature. You can contact the credit reporting agencies directly at

Equifax 1-800-525-6285 P.O. Box 740241 Atlanta, GA 30374-0241 https://www.equifax.com/personal	Experian 1-888-397-3742 P.O. Box 2104 Allen, TX 75013-0949 https://www.experian.com	TransUnion Corp 1-800-888-4213 P.O. Box 2000 Chester, PA 19016 https://www.transunion.com
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Additional information about credit reports and ways to prevent identity theft and fraud is available through the FTC at <https://www.consumer.ftc.gov/features/feature-0014-identity-theft>, by visiting annualcreditreport.com, by calling 1-877-322-8228, or by mail to: Federal Trade Commission Consumer Response, 600 Pennsylvania Avenue, Washington, DC 20580.

To help protect your identity, we are offering complimentary access to Experian IdentityWorksSM for 24 months.

If you believe there was fraudulent use of your information as a result of this incident and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent. If, after discussing your situation with an agent, it is determined that identity restoration support is needed then an Experian Identity Restoration agent is available to work with you to investigate and resolve each incident of fraud that occurred from the date of the incident (including, as appropriate, helping you with contacting credit grantors to dispute charges and close accounts; assisting you in placing a freeze on your credit file with the three major credit bureaus; and assisting you with contacting government agencies to help restore your identity to its proper condition).

Please note that Identity Restoration is available to you for 24 months from the date of this letter and does not require any action on your part at this time. The Terms and Conditions for this offer are located at www.ExperianIDWorks.com/restoration.

While identity restoration assistance is immediately available to you, we also encourage you to activate the fraud detection tools available through Experian IdentityWorks as a complimentary 24-month membership. This product provides you with superior identity detection and resolution of identity theft. To start monitoring your personal information, please follow the steps below:

- Ensure that you **enroll by** June 30, 2026 by 11:59 pm UTC (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/1Bcredit>
- Provide your **activation code**: [REDACTED]

If you have questions about the product, need assistance with Identity Restoration that arose as a result of this incident, or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at 833-918-1091 by June 30, 2026. Be prepared to provide engagement number [REDACTED] as proof of eligibility for the Identity Restoration services by Experian.

ADDITIONAL DETAILS REGARDING YOUR 24-MONTH EXPERIAN IDENTITYWORKS MEMBERSHIP

A credit card is not required for enrollment in Experian IdentityWorks. You can contact Experian immediately regarding any fraud issues, and have access to the following features once you enroll in Experian IdentityWorks:

- **Experian credit report at signup:** See what information is associated with your credit file. Daily credit reports are available for online members only.*
- **Credit Monitoring:** Actively monitors Experian file for indicators of fraud.
- **Identity Restoration:** Identity Restoration specialists are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARETM:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **\$1 Million Identity Theft Insurance^{**}:** Provides coverage for certain costs and unauthorized electronic fund transfers.

For More Information. We sincerely regret any inconvenience or concern caused by this incident. If you have further questions or concerns, or would like an alternative to enrolling online, please call 833-918-1091 toll-free Monday through Friday from 8 am – 8 pm Central (excluding major U.S. holidays). Be prepared to provide your engagement number [REDACTED].

Sincerely



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* Offline members will be eligible to call for additional reports quarterly after enrolling.

** The Identity Theft Insurance is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.