

[DATE]

[ADDRESS]

NOTICE OF DATA BREACH

Dear [INSERT],

American Vision Partners is writing to notify you of a cybersecurity incident that involves certain of your personal information.

What Happened?

On November 14, 2023, we detected unauthorized activity on certain parts of our network. We recently determined that, in connection with the incident we detected on November 14, the unauthorized party obtained certain personal information associated with employees.

What Information Was Involved?

The information for affected employees varied and included names, contact information, dates of birth, Social Security numbers, driver's license numbers, passport information and/or bank account numbers.

What We Are Doing

Upon learning of the incident, we promptly took steps to contain it, including isolating impacted systems. We also launched an investigation with the assistance of leading third-party cybersecurity firms and coordinated with law enforcement. We continue to take preventative actions to further safeguard our systems.

In addition, we have arranged to offer you identity protection and credit monitoring services for two years at no cost to you. The attached Reference Guide provides information on activation and recommendations by the U.S. Federal Trade Commission on the protection of personal information.

What You Can Do

We take the security of your personal information very seriously and are providing additional information about this incident so that you can take steps to help protect your information. You are entitled under U.S. law to one free credit report annually from each of the three nationwide consumer reporting agencies. To order your free credit report, visit www.annualcreditreport.com or call toll-free at 1-877-322-8228. We encourage you to remain vigilant against incidents of identity theft and fraud by monitoring your free credit reports and reviewing your account statements.

For More Information

We hope this information is useful to you. If you have questions regarding this incident, please call toll-free at 1-844-725-0135, Monday through Friday, 8:00 a.m. to 8:00 p.m. EST (excluding holidays).

Sincerely,

A handwritten signature in black ink, appearing to be the initials 'SA' in a stylized, cursive font.

Shane Armstrong
Chief Executive Officer

Reference Guide

We encourage affected individuals to take the following steps:

Register for Identity Protection and Credit Monitoring Services. We have arranged with TransUnion to provide you with TransUnion's Single Bureau Credit Monitoring services to help you protect your identity and your credit information for two years at no cost to you. These services provide you with alerts for two years 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. We are also providing you with proactive fraud assistance to help with any questions that you might have or in the event that you become a victim of fraud. These services are provided by Cyberscout, a TransUnion company specializing in fraud assistance and remediation services.

To enroll in the Single Bureau Credit Monitoring services, please log on to www.mytrueidentity.com and follow the instructions provided. When prompted, please provide the following unique code:
[INSERT]

To receive the 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. Please note that when signing up for the services, you may be asked to verify personal information for your own protection to confirm your identity.

Representatives are available for 90 days from the date of this letter between the hours of 8:00 a.m. to 8:00 p.m. EST, Monday through Friday, excluding holidays. Please call us toll-free at 1-844-725-0135 if you would like further information.

Order Your Free Credit Report. To order your free credit report, visit www.annualcreditreport.com, call toll-free at 1-877-322-8228, or complete the Annual Credit Report Request Form on the U.S. Federal Trade Commission's ("FTC's") website at www.consumer.ftc.gov and mail it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281. The three nationwide consumer reporting agencies provide free annual credit reports only through the website, toll-free number or request form.

When you receive your credit report, review it carefully. Look for accounts you did not open. Look in the "inquiries" section for names of creditors from whom you haven't requested credit. Some companies bill under names other than their store or commercial names. The consumer reporting agency will be able to tell you when that is the case. Look in the "personal information" section for any inaccuracies in your information (such as home address and Social Security number). If you see anything you do not understand, call the consumer reporting agency at the telephone number on the report. Errors in this information may be a warning sign of possible identity theft. You should notify the consumer reporting agencies of any inaccuracies in your report, whether due to error or fraud, as soon as possible so the information can be investigated and, if found to be in error, corrected. If there are accounts or charges you did not authorize, immediately notify the appropriate consumer reporting agency by telephone and in writing. Consumer reporting agency staff will review your report with you. If the information cannot be explained, then you will need to call the creditors involved. Information that cannot be explained also should be reported to your local police or sheriff's office because it may signal criminal activity.

Report Incidents. If you detect any unauthorized transactions in a financial account, promptly notify your payment card company or financial institution. If you detect any incident of identity theft or fraud, promptly report the incident to law enforcement, the FTC and your state Attorney General. If you believe

your identity has been stolen, the FTC recommends that you take these steps:

- Close the accounts that you have confirmed or believe have been tampered with or opened fraudulently. For streamlined checklists and sample letters to help guide you through the recovery process, please visit <https://www.identitytheft.gov>.
- File a local police report. Obtain a copy of the police report and submit it to your creditors and any others that may require proof of the identity theft crime. You can contact the FTC to learn more about how to protect yourself from becoming a victim of identity theft and how to repair identity theft:

Federal Trade Commission
 Consumer Response Center
 600 Pennsylvania Avenue, NW
 Washington, DC 20580
 1-877-IDTHEFT (438-4338)
www.ftc.gov/idtheft

Consider Placing a Fraud Alert on Your Credit File. To protect yourself from possible identity theft, consider placing a fraud alert on your credit file. A fraud alert helps protect you against the possibility of an identity thief opening new credit accounts in your name. When a merchant checks the credit history of someone applying for credit, the merchant gets a notice that the applicant may be the victim of identity theft. The alert notifies the merchant to take steps to verify the identity of the applicant. You can place a fraud alert on your credit report by calling any one of the toll-free numbers provided below. You will reach an automated telephone system that allows you to flag your file with a fraud alert at all three consumer reporting agencies. For more information on fraud alerts, you also may contact the FTC as described above.

Equifax	Equifax Information Services LLC P.O. Box 105069 Atlanta, GA 30348	1-800-525-6285	www.equifax.com
Experian	Experian Inc. P.O. Box 9554 Allen, TX 75013	1-888-397-3742	www.experian.com
TransUnion	TransUnion LLC P.O. Box 2000 Chester, PA 19016	1-800-680-7289	www.transunion.com

Consider Placing a Security Freeze on Your Credit File. You may wish to place a “security freeze” (also known as a “credit freeze”) on your credit file. A security freeze is designed to prevent potential creditors from accessing your credit file at the consumer reporting agencies without your consent. *Unlike a fraud alert, you must place a security freeze on your credit file at each consumer reporting agency individually.* There is no charge to place or lift a security freeze. For more information on security freezes, you may contact the three nationwide consumer reporting agencies or the FTC as described above. As the instructions for establishing a security freeze differ from state to state, please contact the three nationwide consumer reporting agencies to find out more information.

The consumer reporting agencies may require proper identification prior to honoring your request. For

example, you may be asked to provide:

- Your full name with middle initial and generation (such as Jr., Sr., II, III)
- Your Social Security number
- Your date of birth
- Addresses where you have lived over the past five years
- A legible copy of a government-issued identification card (such as a state driver's license or military ID card)
- Proof of your current residential address (such as a current utility bill or account statement)