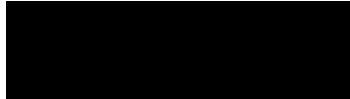


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November 12, 2025

Subject: Notice of Data Breach

Dear :


Oakland Museum of California (“OMCA”) writes to inform you of a recent data security event that may have affected your personal information. We take the privacy and security of all information within our possession very seriously. Please read this letter carefully as it contains information regarding the event and steps that you can take to help protect your personal information.

What Happened. On or about July 13, 2025, OMCA observed unusual activity that disrupted access to certain IT systems within our network. We secured our environment and engaged cybersecurity specialists to assist with an investigation. The investigation confirmed that an unauthorized actor accessed our network between July 10 and 13, 2025, and had the ability to access certain files. We reviewed the accessible data and determine that personal information belonging to certain individuals, including you, resided in the reviewed dataset. We located address information for identified individuals, which we completed on October 22, 2025, and issued notice. Please note, OMCA has no evidence of the misuse or attempted misuse of any accessible information.

What Information Was Involved. We reviewed the accessible files and identified your name along with your .

What We Are Doing. Upon observing the unusual activity, we secured our network environment and investigated what occurred. We implemented additional security measures to reduce the risk of a similar event occurring in the future.

In addition to providing resources you can utilize to help protect your information, OMCA is also providing you with the opportunity to enroll in complimentary credit monitoring and identity theft protection services through Cyberscout, a TransUnion company (“Cyberscout”) specializing in fraud assistance and remediation services. The complimentary credit monitoring and identity theft protection and resolution services include: a \$1,000,000 identity theft insurance policy, at no charge to you. Cyberscout’s services provide you with alerts for twelve (12) months from the date of enrollment when changes occur to your credit file. These services also include proactive fraud assistance to help with any questions that you might have or in event that you become a victim of fraud. Please note, the deadline to enroll is **February 12, 2026**.

To enroll in these services at no charge, please log on to <https://bfs.cyberscout.com/activate> and follow the instructions provided. When prompted please provide the following unique code to receive services: . 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.

What You Can Do. We encourage you to enroll in the complimentary credit protection services we are offering. With this protection, Cyberscout can help you resolve issues if your identity is compromised. Please also review the guidance at the end of this letter, which includes additional resources you may utilize to help protect your information if you feel it appropriate to do so.

For More Information. If you have any questions regarding this event or need assistance, Cyberscout representatives are available for 90 days from the date of this letter between 5:00 am to 5:00 pm Pacific Time, Monday through Friday, excluding major U.S. holidays. If you have any questions, please call 1-800-405-6108. Cyberscout representatives can help answer questions you may have regarding the protection of your information.

Sincerely,

Oakland Museum of California
1000 Oak Street
Oakland, CA 94607

Steps You Can Take to Help Protect Your Personal Information

Review Your Account Statements and Notify Law Enforcement of Suspicious Activity: As a precautionary measure, we recommend that you remain vigilant by reviewing your account statements and credit reports closely. If you detect any suspicious activity on an account, you should promptly notify the financial institution or company with which the account is maintained. You also should promptly report any fraudulent activity or any suspected incidence of identity theft to proper law enforcement authorities, your state attorney general, and/or the Federal Trade Commission (the "FTC").

Copy of 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 by visiting www.annualcreditreport.com/, calling toll-free 1-877-322-8228, or by completing an Annual Credit Report Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348. You also can contact one of the following three national credit reporting agencies:

Equifax

P.O. Box 105851
Atlanta, GA 30348
1-800-525-6285
www.equifax.com

Experian

P.O. Box 9532
Allen, TX 75013
1-888-397-3742
www.experian.com

TransUnion

P.O. Box 2000
Chester, PA 19016
1-833-799-5355
www.transunion.com/get-credit-report

Fraud Alert: You may want to consider placing a fraud alert on your credit report. An initial fraud alert is free and will stay on your credit file for at least one year. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any accounts in your name. To place a fraud alert on your credit report, contact any of the three credit reporting agencies identified above. You cannot be charged to remove a fraud alert. Additional information is available at www.annualcreditreport.com. For TransUnion: www.transunion.com/fraud-alerts.

Credit Freeze: You have the right to put a credit freeze on your credit file for up to one year at no cost. This will prevent new credit from being opened in your name without the use of a PIN number that is issued to you when you initiate the freeze. A credit freeze is designed to prevent potential creditors from accessing your credit report without your consent. As a result, using a credit freeze may interfere with or delay your ability to obtain credit. You must separately place a credit freeze on your credit file with each credit reporting agency. In order to place a credit freeze, you may be required to provide the consumer reporting agency with information that identifies you including your full name, Social Security number, date of birth, current and previous addresses, a copy of your state-issued identification card, and a recent utility bill, bank statement or insurance statement. You cannot be charged to lift a credit freeze. For TransUnion: www.transunion.com/credit-freeze.

Additional Free Resources: You can obtain information from the consumer reporting agencies, the FTC, or from your respective state Attorney General about fraud alerts, credit freezes, and steps you can take toward preventing identity theft. You may report suspected identity theft to local law enforcement, including to the FTC or to the Attorney General in your state.

Federal Trade Commission

600 Pennsylvania Ave, NW
Washington, DC 20580
<https://consumer.ftc.gov>
1-877-438-4338

Maryland Attorney General

200 St. Paul Place
Baltimore, MD 21202
www.marylandattorneygeneral.gov/Pages/CPD
1-888-743-0023

Oregon Attorney General

1162 Court St., NE
Salem, OR 97301
www.doj.state.or.us/consumer-protection
1-877-877-9392

California Attorney General

1300 I Street
Sacramento, CA 95814
[www.oag.ca.gov/privacy](https://oag.ca.gov/privacy)
1-800-952-5225

New York Attorney General

The Capitol
Albany, NY 12224
<https://ag.ny.gov>
1-800-771-7755

Rhode Island Attorney General

150 South Main Street
Providence, RI 02903
www.riag.ri.gov
1-401-274-4400

Iowa Attorney General

1305 E. Walnut Street
Des Moines, Iowa 50319
www.iowaattorneygeneral.gov
1-888-777-4590

NY Bureau of Internet and Technology

28 Liberty Street
New York, NY 10005
www.dos.ny.gov/consumerprotection/
1-212-416-8433

Washington D.C. Attorney General

400 S 6th Street, NW
Washington, DC 20001
<https://oag.dc.gov/consumer-protection>
1-202-442-9828

Kentucky Attorney General	North Carolina Attorney General
700 Capitol Avenue, Suite 118	9001 Mail Service Center
Frankfort, Kentucky 40601	Raleigh, NC 27699
www.ag.ky.gov	https://ncdoj.gov/protectingconsumers/
1-502-696-5300	1-877-566-7226

You also have certain rights under the Fair Credit Reporting Act (“FCRA”): These rights include to know what is in your file; to dispute incomplete or inaccurate information; to have consumer reporting agencies correct or delete inaccurate, incomplete, or unverifiable information; as well as other rights. For more information about the FCRA, and your rights pursuant to the FCRA, please visit www.consumer.ftc.gov/sites/default/files/articles/pdf/pdf-0096-fair-credit-reporting-act.pdf.