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Suwanee, GA 30024

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ANYTOWN, US 12345-6789



May 23, 2025

## Re: Notice of a Data Breach

Dear Sample A. Sample:

Apro, LLC d/b/a United Pacific (Apro) takes the privacy and security of personal information seriously. As such, we are writing to provide you with additional information related to the cybersecurity incident that we recently notified you about in our April 17, 2025 email. This letter provides additional information on the incident, describes the steps we are taking in response, and the steps that you may consider to help protect your information.

**What Happened?** On March 22, 2025, Apro learned of indications that an unauthorized third-party accessed certain Apro systems. In response, Apro immediately launched an investigation, and leading cybersecurity firms were engaged to assist. Apro also notified law enforcement and continued to support their investigation.

The investigation revealed that an unauthorized third-party gained access to certain Apro systems at various times between February 20, 2025 and March 2, 2025 and obtained files from certain Apro systems during this time period. In response, Apro launched a review of the files involved to identify individuals whose personal information may have been contained in the files.

**What Information was Involved?** On May 9, 2025, we confirmed that some of your personal information was contained in the files, including your name, address, Social Security number, income and tax withholdings, and date of birth.

**What We Are Doing.** To help prevent a similar occurrence in the future, Apro has implemented – and continues to evaluate and implement – additional measures to enhance the security of its systems and data, including but not limited to rotating user credentials, strengthening password requirements, and implementing an enhanced multifactor authentication solution.

As a precaution, we are offering you a complimentary 12-month membership of Experian IdentityWorks<sup>SM</sup>. This product helps detect possible misuse of your personal information and provides you with identity protection support focused on immediate identification and resolution of identity theft. Experian IdentityWorks<sup>SM</sup> is completely free to you and enrolling in this program will not hurt your credit score.

**What You Can Do.** For more information on Experian IdentityWorks<sup>SM</sup>, including instructions on how to activate your complimentary 12-month membership, as well as information on additional steps you can take in response to this incident, please see the pages that follow this letter.

For More Information. Apro takes the security of personal information seriously and sincerely regrets that this incident occurred. Should you have further questions regarding this incident, please call , Monday through Friday between 9 a.m. to 9 p.m. Eastern, excluding major U.S. holidays. Please be prepared to reference engagement number [Engagement Number] when speaking with an agent.

Sincerely,

A handwritten signature in black ink, consisting of several loops and a long horizontal stroke extending to the right.

Judy Chu, Vice President of Human Resources

### **Experian Enrollment Information**

To help protect your identity, we are offering a complimentary one-year membership of Experian's® IdentityWorks<sup>SM</sup>. This product provides you with superior identity detection and resolution of identity theft. To activate your membership and start monitoring your personal information please follow the steps below:

- Ensure that you enroll by: August 29, 2025 (Your code will not work after this date.)
- Visit the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/credit>
- Provide your activation code:

If you have questions about the product, need assistance with identity restoration or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at 000-000-0000 by August 29, 2025. Be prepared to provide engagement number **[Engagement Number]** as proof of eligibility for the identity restoration services by Experian.

### **ADDITIONAL DETAILS REGARDING YOUR 12-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 files for indicators of fraud.
- **Identity Restoration:** Identity Restoration specialists are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARE™:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **Up to \$1 Million Identity Theft Insurance\*\*:** Provides coverage for certain costs and unauthorized electronic fund transfers.

If you believe there, was fraudulent use of your information and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent at 1-833-918-1095. 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 (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 this Identity Restoration support is available to you for one year 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](http://www.ExperianIDWorks.com/restoration). You will also find self-help tips and information about identity protection at this site.

\* 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.

### **Additional Steps You Can Take**

**Contact information for the three nationwide credit reporting companies is as follows:**

<b>Equifax</b>	<b>Experian</b>	<b>TransUnion</b>
Phone: 1-800-685-1111	Phone: 1-888-397-3742	Phone: 1-888-909-8872
P.O. Box 740256	P.O. Box 9554	P.O. Box 2000
Atlanta, Georgia 30348	Allen, Texas 75013	Chester, PA 19016
<a href="http://www.equifax.com">www.equifax.com</a>	<a href="http://www.experian.com">www.experian.com</a>	<a href="http://www.transunion.com">www.transunion.com</a>

**Free Credit Report.** We remind you to be vigilant for incidents of fraud or identity theft by reviewing your account statements and free credit reports for any unauthorized activity. If you identify any unauthorized charges on your financial account statements, you should immediately report any such charges to your financial institution. You may obtain a copy of your credit report, free of charge, once every 12 months from each of the three nationwide credit reporting companies. To order your annual free credit report, please visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call toll free at 1-877-322-8228. You can also order your annual free credit report by mailing a completed Annual Credit Report Request Form (available from the U.S. Federal Trade Commission's ("FTC") website at [www.consumer.ftc.gov](http://www.consumer.ftc.gov)) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281.

**For Colorado residents:** You may obtain one or more additional copies of your credit report, free of charge. You must contact each of the credit reporting agencies directly to obtain such additional report(s).

**Security Freeze.** Security freezes, also known as credit freezes, restrict access to your credit file, making it harder for identity thieves to open new accounts in your name. You can freeze and unfreeze your credit file for free. You also can get a free freeze for your children who are under 16. And if you are someone's guardian, conservator or have a valid power of attorney, you can get a free freeze for that person, too.

How will these freezes work? Contact all three of the nationwide credit reporting agencies – Equifax, Experian, and TransUnion. If you request a freeze online or by phone, the agency must place the freeze within one business day. If you request a lift of the freeze, the agency must lift it within one hour. If you make your request by mail, the agency must place or lift the freeze within three business days after it gets your request. You also can lift the freeze temporarily without a fee.

The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse, this information must be provided for him/her as well):

(1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past five years; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. The request must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement.

It is essential that each copy be legible, display your name and current mailing address, and the date of issue.

**Fraud Alerts.** A fraud alert tells businesses that check your credit that they should check with you before opening a new account. An initial fraud alert stays on your credit report for one year. You may have an extended alert placed on your credit report if you have already been a victim of identity theft with the appropriate documentary proof. An extended fraud alert stays on your credit report for seven years. To place a fraud alert on your credit reports, contact one of the nationwide credit bureaus. A fraud alert is free. The credit bureau you contact must tell the other two, and all three will place an alert on their versions of your report.

**Federal Trade Commission and State Attorneys General Offices.** If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should immediately contact the Federal Trade Commission and/or the Attorney General's office in your home state. You may also contact these agencies for information on how to prevent or avoid identity theft. You may contact the Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580, [www.ftc.gov/bcp/edu/microsites/idtheft/](http://www.ftc.gov/bcp/edu/microsites/idtheft/), 1-877-IDTHEFT (438-4338).

**For Texas Residents:** You may contact and obtain information from your state attorney general at: Office of the Texas Attorney General [www.texasattorneygeneral.gov/consumer-protection/identity-theft](http://www.texasattorneygeneral.gov/consumer-protection/identity-theft) or contact the Identity Theft Hotline at 800-621-0508 (toll-free).

**Reporting of identity theft and obtaining a police report.** You have the right to obtain any police report filed in the United States in regard to this incident. If you are the victim of fraud or identity theft, you also have the right to file a police report.

**For Oregon Residents:** You are advised to report any suspected identity theft to law enforcement, the Federal Trade Commission, and the Oregon Attorney General.

### **TAX FRAUD INFORMATION**

Be alert to possible tax-related identity theft, as tax-related identity theft occurs when someone uses a stolen Social Security number to file a fraudulent tax return to claim a refund. You may be unaware that this has happened until you file your return and discover that a return already has been filed using your SSN. Or, the IRS may send you a letter saying it has identified a suspicious return using your SSN.

If you know or suspect you are a victim of tax-related identity theft, the IRS recommends these additional steps:

- Verify it is the IRS contacting you: [www.irs.gov/help/tax-scams/recognize-tax-scams-and-fraud](http://www.irs.gov/help/tax-scams/recognize-tax-scams-and-fraud)
- Respond immediately to any IRS notice; call the number provided or, if instructed, go to [IDVerify.irs.gov](http://IDVerify.irs.gov).
- Complete IRS Form 14039, Identity Theft Affidavit, **IF** you are instructed to do so or you cannot use the [IDVerify.irs.gov](http://IDVerify.irs.gov) service. Use a fillable form at [IRS.gov](http://IRS.gov), print, then attach the form to your return and mail according to instructions.
- Continue to pay your taxes and file your tax return, even if you must do so by paper.
- You can contact the IRS for specialized assistance at 1-800-908-4490.
- You can visit <https://www.irs.gov/identity-theft-central> for more information and guidance.