
Subject: Important Notice Regarding Your Personal Information

Hello,

We are writing to inform you of a data security incident that may have involved some of your personal information. At Harcourts Prime Properties, your privacy is extremely important to us, and we are committed to being transparent and proactive in addressing this matter.

What Happened:

- On March 20, 2025, we were notified that a ransom demand had been issued on the Dark Web with sample documents of Agent Information sheets. Upon discovering the breach, we immediately launched a thorough investigation and took steps to secure our systems. At this time, it appears that there has been no larger release of documents outside the sample.

What Information Was Involved:

- While our investigation is ongoing, we have determined that the unauthorized access may have exposed limited personal information, which could include names, contact information, and in some cases, social security numbers. Please note that no transactional or client data appears to have been affected.

What We Are Doing:

- We took immediate steps to contain the incident and prevent further unauthorized access.
- We are enhancing our security protocols, including multi-factor authentication and system monitoring.
- We have notified relevant regulatory authorities, in accordance with applicable laws.

What You Can Do:

- Enroll in Credit Monitoring that includes:
 - Daily credit report monitoring from major bureaus
 - Real-time alerts of suspicious activity
 - Identity theft insurance and dedicated resolution support
- Monitor Your Accounts: Regularly review your bank, credit card, and other financial statements for unfamiliar activity. Report any unauthorized transactions immediately.
- Check Your Credit Reports: You're entitled to a free credit report from each of the three major credit bureaus—Equifax, Experian, and TransUnion—once every 12 months through www.AnnualCreditReport.com. Reviewing your report can help you identify any accounts or activity you don't recognize.
- Be Alert to Phishing Attempts: Be cautious of emails or phone calls from anyone requesting your personal information. Harcourts Prime Properties will never ask for sensitive information via email or phone.

For More Information:

- If you have any questions or need assistance, our dedicated support team is available at XXX@harcourtsprime.com Monday through Friday, 9 a.m. – 5 p.m. PST.

We sincerely apologize for any inconvenience this may cause and thank you for your continued trust in Harcourts Prime Properties.