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<<address 1>>  
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<<city>>, <<state>>, <<postal code>>  
<<country>>

<<Date>>: (format month, day, year)

Dear [REDACTED],

We are writing to notify you of an incident that may affect the security of your information. This letter includes information about the incident, our response, and resources available to you to help protect your information should you feel it is appropriate to do so.

On February 23, 2023, an unknown party contacted us and claimed to have accessed data from our cloud servers. We immediately begin an investigation to determine the credibility of this allegation. The investigation determined that an unknown party accessed our cloud services platform without authorization on February 20 and 21, 2023 for a limited time. We conducted a thorough review to determine the type of information that might have been accessed and to whom the information is related. We completed our review on February 28, 2023.

**What information was revealed:** the type of information in the cloud services platform included your name and the following data elements: name, email address, Form 1583 and identity documents made available during sign up. These documents could include name, date of birth, gender, address, photo, drivers license number and passport numbers and company names, address, and information provided during sign up for company name if applicable.

**What we're doing in response to this incident:** we immediately began an investigation and reported this incident to the law enforcement and applicable regulatory authorities, as required by law. We modified access controls, changed admin and network passwords, added additional system monitoring and are implementing additional security features for access control over our backend servers.

**What you can do:** we encourage you to enroll in credit monitoring and identity protection services. Information about resources available to you and the steps you can take to help prevent protect your information are listed below.

**For more information:** we understand you may have questions about this incident. You may write to us at [inquiry@usglobalmail.com](mailto:inquiry@usglobalmail.com) or at 1321 Upland Drive, PMB # 10, Houston, TX 77043, USA. You may call us at 1-866-596-8965.

**Manage your account:** we encourage you to remain vigilant against incidents of identity theft and fraud by reviewing your credit reports and account statements and explanation of benefits forms for suspicious activities and to detect errors. Under

U.S. law, you are entitled to one free credit report annually from each of the three major credit reporting bureaus, TransUnion, Experian and Equifax. To order your free credit report visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call 1-877-322-8228. Once you receive your credit report you review it for discrepancies and identify any accounts you did not open or inquiries from creditors that you did not authorize. If you have questions or notice incorrect information contact the credit reporting bureau.

You have the right to place an initial or extended fraud alert on a credit file at no cost. An initial fraud alert is one year alert that is placed on a consumer's credit file. Upon seeing a fraud alert a business is required to take steps to verify consumers identity before extending new credit. If you are a victim of identity theft, you're entitled to an extended fraud alert lasting seven years. Should you wish to place a fraud alert, please contact any of the three reporting credit three credit reporting bureaus listed below.

As an alternative to fraud alert, you also have the right to place credit freeze on a credit report which will prohibit a credit bureau from releasing information in the credit report without your express authorization. The credit freeze is designed to prevent credit loans and services from being approved in your name without your consent. However you should be aware that using your credit freeze may delay, interfere with, or prohibit the timely approval of any subsequent request or application you may you make regarding a new loan credit mortgage or any other account involving the extension of credit.

Pursuant to federal law, you cannot be charged to place or lift a credit freeze on your credit report. To request a credit freeze you will need to provide the following information:

1. Full name;
2. Social Security number;
3. Date of birth;
4. Address for prior two to five years;
5. Proof of current address such as current utility or telephone bill;
6. Legible photocopy of a government issued identification card;
7. A copy of either police report investigative report or a complaint to a law enforcement agency concerning identity theft if you are a victim of identity theft.

Should you wish to place a fraud alert or credit freeze, please contact the three major credit reporting bureaus listed below:

Equifax: [equifax.com/personal/credit-report-services](http://equifax.com/personal/credit-report-services) or 1-800-685-1111

Experian: [experian.com/help](http://experian.com/help) or 1-888-397-3742

TransUnion: [transunion.com/credit-help](http://transunion.com/credit-help) or 1-888-909-8872

Sincerely,  
US Global Mail