

Appendix

Quest Resource Holding Corporation (“Quest”) is notifying your office of a data security incident that occurred at a third party-vendor, Semple, Marchal & Cooper, LLP (“SMC”). SMC provides certain audit services for Quest, including conducting an annual 401(k) audit.

On June 23, 2025, SMC informed Quest that, on May 10, 2025, SMC learned that an unauthorized person gained access to its network. SMC commenced an investigation with assistance from a third-party cybersecurity firm. SMC’s investigation determined that an unauthorized person accessed SMC’s network sometime in February 2025 and, during that time, copied files from SMC’s internal shared drive, including files related to SMC’s audit work for Quest.

Quest analyzed the content of the Quest files involved in SMC’s incident and, on June 26, 2025, confirmed that they contained the name and Social Security number for two Nebraska residents. Some of the individuals’ IRS Form W-2 information was also involved. Quest notified its current employees of the incident on June 26, 2025, and subsequently offered them one year of complimentary credit monitoring, fraud consultation, and identity theft restoration services through Experian.

On August 8, 2025, Quest sent notifications via U.S. First-Class mail to its current and former employees whose information was involved in SMC’s incident, including those that are Nebraska residents in accordance with Neb. Rev. Stat. § 87-803. A copy of the notification is enclosed. Quest is offering all current and former employees whose information was involved in SMC’s incident one year of complimentary credit monitoring, fraud consultation, and identity theft restoration services through Experian.



<<Name 1>> <<Name 2>>

<<Address 1>>

<<Address 2>>

<<City>>, <<State>> <<Zip>>

<<Date>>

Dear <<Name1>> <<Name 2>>,

Quest Resource Holding Corporation (“Quest”) recognizes the importance of protecting the personal information we maintain. We are writing to inform you of a data security incident that occurred at a third party-vendor, Semple, Marchal & Cooper, LLP (“SMC”), which involves some of your information. SMC provides certain audit services for Quest, including conducting an annual 401(k) audit. SMC has your information because you are or were a participant in Quest’s 401(k) plan. The incident did not involve Quest’s computer systems or network. This letter provides you with information about the incident that occurred at SMC, our response, and additional measures you can take.

What Happened? On May 10, 2025, SMC learned that an unauthorized person gained access to its network. SMC commenced an investigation with assistance from a third-party cybersecurity firm. SMC’s investigation determined that an unauthorized person accessed SMC’s network sometime in February 2025 and, during that time, copied files from SMC’s internal shared drive, including files related to SMC’s audit work for Quest. SMC first provided Quest notice of this incident on June 23, 2025, and then Quest analyzed the contents of the Quest files that were involved in the incident at SMC.

What Information Was Involved? Our analysis determined that a file contained your name and Social Security number.

What We Are Doing. We are offering you a complimentary one-year membership to Experian IdentityWorksSM. This product helps detect any misuse of your personal information and provides you with identity protection services focused on immediate identification and resolution of identity theft. SMC has informed us that they have taken certain steps to prevent this type of incident from occurring in the future.

What You Can Do. We remind you that it is always advisable 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 see charges or activity that you did not authorize, please contact the relevant financial institution or credit bureau immediately. For more information on IdentityWorks, including instructions on how to activate your complimentary membership, as well as additional steps you can take to protect your information, please see the pages that follow this letter.

For More Information. If you have questions about the incident at SMC, please call Breann Falsarella at (972) 464-0004 ext. 1233, Monday through Friday between 9:00 a.m. and 5:00 p.m. Central Time, excluding some major U.S. holidays.

Sincerely,

Quest Resource Holding Corporation

Activate IdentityWorks Now in Three Easy Steps

1. ENROLL by: <<ExpirationDate>> (Your code will not work after 5:59 pm Central Time on this date.)
2. VISIT the Experian IdentityWorks website to enroll: <<ExperianURL>>
3. PROVIDE the Activation Code: <<EnrollmentCode>>

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 <<ExperianTelephone>> between 8:00 a.m. and 8:00 p.m. Central Time. Be prepared to provide engagement number <<EngagementNumber>> as proof of eligibility for the identity restoration services by Experian.

ADDITIONAL DETAILS REGARDING YOUR EXPERIAN IDENTITYWORKS MEMBERSHIP:

A credit card is **not** required for enrollment in Experian IdentityWorks.

You can contact Experian **immediately without needing to enroll in the product** regarding any fraud issues for one year from the date of this letter. Identity Restoration specialists are available to help you address credit and non-credit related fraud.

Once you enroll in Experian IdentityWorks, you will have access to the following additional features:

- **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, Equifax and Transunion file 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.

What you can do to protect your information: There are additional actions you can consider taking to reduce the chances of identity theft or fraud on your account(s). Please refer to www.ExperianIDWorks.com/restoration for this information. If you have any questions about IdentityWorks, need help understanding something on your credit report or suspect that an item on your credit report may be fraudulent, please contact Experian's customer care team at <<ExperianTelephone>>.

* 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

We remind you it is always advisable to be vigilant for incidents of fraud or identity theft by reviewing your account statements and free credit reports for any unauthorized activity. 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 or call toll free at 1-877-322-8228. Contact information for the three nationwide credit reporting companies is as follows:

- *Equifax*, PO Box 740241, Atlanta, GA 30374, www.equifax.com, 1-888-378-4329
- *Experian*, PO Box 2002, Allen, TX 75013, www.experian.com, 1-888-397-3742
- *TransUnion*, PO Box 2000, Chester, PA 19016, www.transunion.com, 1-833-799-5355

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 state. You can obtain information from these sources about steps an individual can take to avoid identity theft as well as information about fraud alerts and security freezes. You should also contact your local law enforcement authorities and file a police report. Obtain a copy of the police report in case you are asked to provide copies to creditors to correct your records. Contact information for the Federal Trade Commission is as follows:

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

Fraud Alerts and Credit or Security Freezes:

Fraud Alerts: There are two types of general fraud alerts you can place on your credit report to put your creditors on notice that you may be a victim of fraud—an initial alert and an extended alert. You may ask that an initial fraud alert be placed on your credit report if you suspect you have been, or are about to be, a victim of identity theft. 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. For those in the military who want to protect their credit while deployed, an Active Duty Military Fraud Alert lasts for one year and can be renewed for the length of your deployment. The credit bureaus will also take you off their marketing lists for pre-screened credit card offers for two years, unless you ask them not to.

Credit or Security Freezes: You have the right to put a credit freeze, also known as a security freeze, on your credit file, free of charge, which makes it more difficult for identity thieves to open new accounts in your name. That is because most creditors need to see your credit report before they approve a new account. If they cannot see your report, they may not extend the credit.

How do I place a freeze on my credit reports? There is no fee to place or lift a security freeze. Unlike a fraud alert, you must separately place a security freeze on your credit file at each credit reporting company. For information and instructions to place a security freeze, contact each of the credit reporting agencies at the addresses below:

- **Equifax Security Freeze**, PO Box 105788, Atlanta, GA 30348, www.equifax.com
- **Experian Security Freeze**, PO Box 9554, Allen, TX 75013, www.experian.com
- **TransUnion Security Freeze**, PO Box 2000, Chester, PA 19016, www.transunion.com

You will need to supply your name, address, date of birth, Social Security number and other personal information.

After receiving your freeze request, each credit bureau will provide you with a unique PIN (personal identification number) or password. Keep the PIN or password in a safe place. You will need it if you choose to lift the freeze.

How do I lift a freeze? A freeze remains in place until you ask the credit bureau to temporarily lift it or remove it altogether. If the request is made online or by phone, a credit bureau must lift a freeze within one hour. If the request is made by mail, then the bureau must lift the freeze no later than three business days after getting your request.

If you opt for a temporary lift because you are applying for credit or a job, and you can find out which credit bureau the business will contact for your file, you can save some time by lifting the freeze only at that particular credit bureau. Otherwise, you need to make the request with all three credit bureaus.

Quest Resource Holding Corporation is located at 3481 Plano Parkway, The Colony, TX 75056, and can be reached by phone at 972-464-0004.

Additional Information for Residents of the Following States

Maryland: You may contact and obtain information from your state attorney general at: *Maryland Attorney General's Office*, 200 St. Paul Place, Baltimore, MD 21202, 1-888-743-0023 / 1-410-576-6300, <https://www.marylandattorneygeneral.gov/>

New York: You may contact and obtain information from these state agencies: *New York Department of State Division of Consumer Protection*, One Commerce Plaza, 99 Washington Ave., Albany, NY 12231-0001, 518-474-8583 / 1-800-697-1220, <http://www.dos.ny.gov/consumerprotection>; and *New York State Office of the Attorney General*, The Capitol, Albany, NY 12224-0341, 1-800-771-7755, <https://ag.ny.gov>

North Carolina: You may contact and obtain information from your state attorney general at: *North Carolina Attorney General's Office*, 9001 Mail Service Centre, Raleigh, NC 27699, 1-919-716-6000 / 1-877-566-7226, www.ncdoj.gov

Rhode Island: This incident involves one individual in Rhode Island. Under Rhode Island law, you have the right to file and obtain a copy of a police report. You also have the right to request a security freeze, as described above. You may contact and obtain information from your state attorney general at: *Rhode Island Attorney General's Office*, 150 South Main Street, Providence, RI 02903, 1-401-274-4400, www.riag.ri.gov