

Mercer Advisors Inc.

Return Mail Processing
PO Box 999
Suwanee, GA 30024

613 1 142609 *****AUTO**5-DIGIT 97702

SAMPLE A. SAMPLE - L01

APT ABC

123 ANY ST

ANYTOWN, US 12345-6789



March 31, 2026

NOTICE OF DATA BREACH

Dear Sample A. Sample,

We are writing to provide information about a cybersecurity incident at Mercer Advisors Inc. (“Mercer Advisors”) that involved certain of your personal information.

What happened?

Mercer Advisors experienced a cybersecurity incident on or around January 22, 2026, involving unauthorized access to certain systems used to store client data. Upon discovery, we immediately began working with leading external cybersecurity experts, and the incident has been contained. Based on our investigation, we determined on March 25, 2026, that an unauthorized third party obtained certain of your personal information.

What information was involved?

The affected information varied by impacted individual and included name, contact information (such as postal and email address and telephone number), Social Security number, driver’s license and other government-issued ID number (such as passport number), date of birth, and account number. Importantly, not all of this information was affected for every impacted individual.

What we are doing

After becoming aware of the issue, we promptly launched an investigation with the assistance of leading external cybersecurity experts to understand its nature and scope. We blocked the unauthorized party’s access to our systems and took additional steps to enhance our safeguards. We also reported the issue to law enforcement authorities.

We are offering a two-year IdentityWorks Credit Plus membership from Experian, a credit monitoring, dark web monitoring, and identity protection service, at no cost to you. It also provides you with up to \$1M in identity theft insurance and full-service identity restoration assistance.

To enroll, visit www.experianidworks.com/1Bplus and use the activation code below. Be sure you enroll no later than July 31, 2026 to take advantage of these services.

Your code: **ABCDEFGHI**

Alternatively, you can call 833-918-0255 Monday through Friday, 8 a.m. – 8 p.m. Central Time (excluding U.S. holidays) to enroll or for enrollment support. Please have your activation code available when you call.

What you can do

While we have no evidence of identity theft, fraud, or other harm to affected individuals in connection with this incident, we take the security of your personal information seriously and are alerting you so you can take steps to help protect your information. You are entitled under U.S. law to one free credit report annually from each of the three nationwide consumer reporting agencies. To order your free credit report, visit www.annualcreditreport.com or call toll-free at 1-877-322-8228.

You may also consider placing an initial or extended “fraud alert” on your credit file, which puts creditors on notice that you may be a victim of fraud, including identity theft. In addition to enrolling in the credit monitoring service described above, we recommend you remain vigilant by reviewing your account statements, monitoring your free credit reports, and immediately notifying your relevant financial institution of any unauthorized transactions, unauthorized changes in contact information, or other suspicious activity. We also encourage you to be cautious of any unsolicited communications that ask for your personal information or refer you to a webpage asking for personal information and avoid clicking on links or downloading attachments from suspicious emails. As a precaution, you also should use strong, unique passwords for your online accounts and, if you are a Mercer Advisors wealth management client, change your password for any other account on which you used the same or similar information used for your custodial account.

If you are a Mercer Advisors wealth management client and would like assistance, we can, upon your request, help review your custodial account to verify that there are no unauthorized transactions. You can also review your account by logging in directly with the custodian. Current clients who would like support reviewing transactions should contact their Mercer Advisors team.

As a reminder, custodians require your direct authorization for any new money movement into or out of your accounts.

Current Mercer Advisors wealth management clients who would like to take additional precautions can also receive assistance contacting their custodian to change their account number(s). If you are a current Mercer Advisors client, you can also change your account password directly with your custodian. Additional safeguards, such as fraud alerts or account restrictions, can be placed on your custodial accounts to further verify the authenticity of certain transactions.

Other important information

The Reference Guide below includes additional information and recommendations from the U.S. Federal Trade Commission on the protection of personal information. If you have questions about this incident or need assistance setting up your two-year IdentityWorks Credit Plus membership, please contact 833-918-0255. Please have engagement number [REDACTED] available when you call.

For incident-related questions, you may also email us at questions@merceraadvisors.com.

Sincerely,

Mercer Advisors

Reference Guide

Steps you can take to protect yourself

Order a free credit report

To order your free credit report, visit www.annualcreditreport.com, call toll-free at 1-877-322-8228, or complete the Annual Credit Report Request Form on the U.S. Federal Trade Commission's ("FTC's") website at www.consumer.ftc.gov and mail it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281. The three nationwide consumer reporting agencies provide free annual credit reports only through the website, toll-free number, or request form.

When you receive your credit report, review it carefully. Look for accounts you did not open. Look in the "inquiries" section for names of creditors from whom you haven't requested credit. Some companies bill under names other than their store or commercial names. The consumer reporting agency will be able to tell you when that is the case. Look in the "personal information" section for any inaccuracies in your information (such as home address and Social Security number). If you see anything you do not understand, call the consumer reporting agency at the telephone number on the report.

Errors in this information may be a warning sign of possible identity theft. You should notify the consumer reporting agencies of any inaccuracies in your report, whether due to error or fraud, as soon as possible so the information can be investigated and, if found to be in error, corrected. If there are accounts or charges you did not authorize, immediately notify the appropriate consumer reporting agency by telephone and in writing.

Consumer reporting agency staff will review your report with you. If the information cannot be explained, then you will need to call the creditors involved. Information that cannot be explained also should be reported to your local police or sheriff's office because it may signal criminal activity.

Consider placing a fraud alert or security freeze on your credit file

To protect yourself from possible identity theft, consider placing a fraud alert on your credit file. A fraud alert helps protect you against the possibility of an identity thief opening new credit accounts in your name. When a merchant checks the credit history of someone applying for credit, the merchant gets a notice that the applicant may be the victim of identity theft. The alert notifies the merchant to take steps to verify the identity of the applicant. You can place a fraud

alert on your credit report by calling any one of the toll-free numbers provided below. You will reach an automated telephone system that allows you to flag your file with a fraud alert at all three consumer reporting agencies. For more information on fraud alerts, you also may contact the FTC as described below.

You may also wish to place a “security freeze” (also known as a “credit freeze”) on your credit file. A security freeze is designed to prevent potential creditors from accessing your credit file at the consumer reporting agencies without your consent. *Unlike a fraud alert, you must place a security freeze on your credit file at each consumer reporting agency individually.* There is no charge to place or lift a security freeze. For more information on a security freeze, you may contact the three nationwide consumer reporting agencies or the FTC as described above. As the instructions for establishing a security freeze differ from state to state, please contact the three nationwide consumer reporting agencies to find out more information.

Equifax P.O. Box 105069 Atlanta, GA 30348-5069 1-800-525-6285 <u>www.equifax.com</u>	Experian P.O. Box 9554 Allen, TX 75013 1-888-397-3742 <u>www.experian.com</u>	TransUnion P.O. Box 2000 Chester, PA 19016 1-800-680-7289 <u>www.transunion.com</u>
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The consumer reporting agencies may require proper identification prior to honoring your request. For example, you may be asked to provide:

- Your full name with middle initial and generation (such as Jr., Sr., II, III)
- Your Social Security number
- Your date of birth
- Addresses where you have lived over the past five years
- A legible copy of a government-issued identification card (such as a driver’s license or military ID card)
- Proof of your current residential address (such as a current utility bill or account statement)

Report incidents

If you detect any unauthorized transactions in a financial account, promptly notify your payment card company or financial institution. If you detect any incident of identity theft or fraud, promptly report the incident to law enforcement, the FTC, and your state Attorney General. If you believe your identity has been stolen, the FTC recommends that you take these steps:

- Close the accounts that you have confirmed or believe have been tampered with or opened fraudulently. For streamlined checklists and sample letters to help guide you through the recovery process, please visit <https://www.identitytheft.gov>.
- File a local police report. Obtain a copy of the police report and submit it to your creditors and any others that may require proof of the identity theft crime.

You can contact the FTC to learn more about how to protect yourself from becoming a victim of identity theft and how to repair identity theft:

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

For North Carolina Residents: You can obtain information from the North Carolina Attorney General's Office about preventing identity theft. You can contact the North Carolina Attorney General at:

North Carolina Attorney General's Office
9001 Mail Service Center
Raleigh, NC 27699-9001
(877) 566-7226 (toll-free in North Carolina)
(919) 716-6400
www.ncdoj.gov

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What we are doing

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The consumer reporting agencies may require proper identification prior to honoring your request. For example, you may be asked to provide:

- Your full name with middle initial and generation (such as Jr., Sr., II, III)
- Your Social Security number
- Your date of birth
- Addresses where you have lived over the past five years
- A legible copy of a government-issued identification card (such as a driver’s license or military ID card)
- Proof of your current residential address (such as a current utility bill or account statement)

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Raleigh, NC 27699-9001
(877) 566-7226 (toll-free in North Carolina)
(919) 716-6400
www.ncdoj.gov