Appendix

On November 17, 2025, TrustPoint Insurance & Real Estate ("TrustPoint") identified phishing emails being sent from an employee's email account. A preliminary investigation by TrustPoint's managed service provider determined that six accounts were involved in the phishing incident. TrustPoint immediately took steps to contain the involved accounts, including rotating the passwords and terminating active sessions for all six accounts.

TrustPoint then launched an investigation, which determined that an unauthorized actor accessed the accounts beginning on or about November 12, 2025, and continuing through November 17, 2025. The incident did not involve any other systems or data. TrustPoint was unable to determine which emails and attachments were accessed. Therefore, TrustPoint reviewed all the potentially accessed emails and attachments from the compromised accounts for any personal information. On March 4, 2026, TrustPoint completed its review and determined that one or more emails or attachments in the scope of the review contained the name and personal information of one Nebraska resident.

On March 30, 2026, TrustPoint mailed a notification letter to the one Nebraska resident via U.S. First-Class mail. TrustPoint is offering complimentary credit monitoring, fraud consultation and identity theft restoration services through Kroll to the individual whose driver's license number was involved.

To help prevent similar incidents in the future, TrustPoint will continue to assess its security procedures and training.

TrustPoint Insurance & Real Estate

<<Return to Kroll>>
<<Return Address>>
<<City, State ZIP>>

<<FIRST_NAME>> <<MIDDLE_NAME>> <<LAST_NAME>> <<SUFFIX>>
<<ADDRESS_1>>
<<ADDRESS_2>>
<<CITY>>, <<STATE_PROVINCE>> <<POSTAL_CODE>>
<<COUNTRY>>

SCAN TO ENROLL

<<Date>> (Format: Month Day, Year)

Dear <<First_name>> <<Last_name>>,

TrustPoint Insurance & Real Estate ("TrustPoint") is writing to notify you of an incident that may have involved some of your information. This letter explains the incident, measures we have taken, and some steps you may consider taking.

We completed an investigation of an email phishing incident that involved a small number of TrustPoint email accounts. Upon identifying the activity, we promptly took steps to secure the accounts and began an investigation. The investigation determined that an unauthorized person accessed the email accounts at various times between November 12, 2025, and November 17, 2025. The incident did not involve any other systems or data. We reviewed the potentially accessed emails and attachments from the compromised accounts for any personal information. On March 4, 2026, we determined that one or more of the messages in the email account included your <<b2b_text_1 (data elements)>>.

We have secured the services of Kroll to provide identity monitoring at no cost to you for one year. The identity monitoring services we are making available include Credit Monitoring, Fraud Consultation, and Identity Theft Restoration. For more information on identity theft prevention and Kroll's services, including instructions on how to activate your complimentary membership, please visit the website below and see the pages that follow this letter.

Visit **https://enroll.krollmonitoring.com** to activate and take advantage of your identity monitoring services.

You have until ***<<b2b_text_6 (activation deadline)>>*** *to activate your identity monitoring services.*

Membership Number: **<<Membership Number s_n>>**

For more information about Kroll and your Identity Monitoring services, you can visit info.krollmonitoring.com. Additional information describing your services is included with this letter.

We remind you that it is always a good idea to be vigilant for incidents of fraud or identity theft by reviewing account statements and free credit reports for any unauthorized activity over the next 12 to 24 months. Please also review the enclosed *Additional Steps You Can Take*, which contains information about what you can do to safeguard against possible misuse of your information.

We apologize for any concern or inconvenience this incident may cause. We have taken, and will continue to take, steps to enhance the security of our email environment. If you have any questions about this incident, please call (844) 403-4524, Monday through Friday, 9:00 a.m. to 6:30 p.m. Eastern Time, excluding some major U.S. holidays.

Sincerely,

TrustPoint Insurance & Real Estate

KROLL

TAKE ADVANTAGE OF YOUR IDENTITY MONITORING SERVICES

You have been provided with access to the following services from Kroll:

Single Bureau Credit Monitoring

You will receive alerts when there are changes to your credit data—for instance, when a new line of credit is applied for in your name. If you do not recognize the activity, you'll have the option to call a Kroll fraud specialist, who will be able to help you determine if it is an indicator of identity theft.

Fraud Consultation

You have unlimited access to consultation with a Kroll fraud specialist. Support includes showing you the most effective ways to protect your identity, explaining your rights and protections under the law, assistance with fraud alerts, and interpreting how personal information is accessed and used, including investigating suspicious activity that could be tied to an identity theft event.

Identity Theft Restoration

If you become a victim of identity theft, an experienced Kroll licensed investigator will work on your behalf to resolve related issues. You will have access to a dedicated investigator who understands your issues and can do most of the work for you. Your investigator will be able to dig deep to uncover the scope of the identity theft, and then work to resolve it.

ADDITIONAL STEPS YOU CAN TAKE

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, https://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's because most creditors need to see your credit report before they approve a new account. If they can't 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:

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

You'll 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.

Additional information for residents of the following states:

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

West Virginia: You have the right to ask that nationwide consumer reporting agencies place "fraud alerts" in your file to let potential creditors and others know that you may be a victim of identity theft, as described above. You also have a right to place a security freeze on your credit report, as described above.