



Return to IDX
P.O. Box 989728
West Sacramento, CA 95798-9728

<<First Name>> <<Last Name>>
<<Address1>> <<Address2>>
<<City>>, <<State>> <<Zip>>

Enrollment Code: <<XXXXXXXXXX>>

Enrollment Deadline: October 10, 2026

To Enroll, Scan the QR Code Below:



Or Visit:

<https://app.idx.us/account-creation/protect>

July 10, 2026

NOTICE OF DATA BREACH

Dear <<First Name>> <<Last Name>>,

ABC Phones of North Carolina, Inc., d/b/a Victra (“Victra”) is writing to inform you of a data security incident that compromised some personal information about you. This letter provides you with details about the incident, steps we are taking in response, and recommendations to help you protect against potential misuse of your information.

What Happened? Victra has determined that one of our employees fell victim to a phishing email attack on April 22, 2026. A bad actor convinced the employee to enter her credentials into a fake website designed to look like a legitimate login page. The attacker then used those credentials to gain access to the employee’s email account and access some of her emails and attachments. We discovered the attack shortly after it occurred and terminated the attacker’s access the same day, April 22.

On May 8, 2026, Victra determined that one or more files that the attacker may have accessed included personal information about you.

What Information Was Involved? The affected personal information about you includes your first and last name, along with the following: << impacted data element(s)>>. We are not aware of any misuse of the information at the time of this writing.

What We Are Doing. Upon discovering the attack shortly after it began, Victra promptly disabled the victim employee’s account and terminated the attacker’s access to our systems. We have taken steps to reduce the likelihood of a similar event occurring in the future, including strengthening our access controls.

We are offering you complimentary identity theft protection services through IDX. Those services include: 24 months of credit and CyberScan monitoring, a \$1,000,000 insurance reimbursement policy, and fully managed identity theft recovery services. With this protection, IDX will help you resolve issues if your identity is compromised.

What You Can Do. Although we are unaware of any misuse of the affected information, it is always a good idea to remain vigilant for signs of identity theft and other fraud. We recommend that you review the “Further Steps You Can Take to Protect Your Family Member’s Information” enclosed with this letter for additional actions you can take to protect your information. We also encourage you to enroll in the complimentary IDX services described in this letter by calling (833) 788-9712, going to <https://app.idx.us/account-creation/protect>, or scanning the QR image and using the Enrollment Code provided above. IDX representatives are available Monday through Friday from 9 am - 9 pm Eastern Time.

For More Information. If you have questions about this incident, please contact Melissa Garcia Macias at (855) 591-7811 or consumer.privacy@victra.com. You may also write to us at the address below.

Victra is committed to protecting the security of our customers' information, and we appreciate your understanding. Please note that we will not send any electronic communications regarding this incident and ask that you do not share personal information electronically.

Sincerely,

Victra
4820 Emperor Blvd,
Durham, North Carolina 27703

FURTHER STEPS YOU CAN TAKE TO PROTECT YOUR INFORMATION

Review Your Account Statements and Notify Law Enforcement of Suspicious Activity: As a precautionary measure, we recommend that you remain vigilant by reviewing your account statements and credit reports closely. If you detect any suspicious activity on an account, you should promptly notify the financial institution or company with which the account is maintained. You also should promptly report any fraudulent activity or any suspected incidence of identity theft to proper law enforcement authorities, your state attorney general, and/or the Federal Trade Commission (FTC).

Copy of Credit Report: You may obtain a free copy of your credit report from each of the three major credit reporting agencies once every 12 months by visiting <http://www.annualcreditreport.com/>, calling toll-free 877-322-8228, or by completing an Annual Credit Report Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348. You can print this form at <https://www.annualcreditreport.com/cra/requestformfinal.pdf>. You also can contact each one of the three national credit reporting agencies (contact information below).

Fraud Alert: You may want to consider placing a fraud alert on your credit report. An initial fraud alert is free and will stay on your credit file for at least 90 days. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any accounts in your name. To place a fraud alert on your credit report, contact any of the three credit reporting agencies identified above. Additional information is available at <http://www.annualcreditreport.com>.

Security Freeze: A security freeze will prevent new credit from being opened in your name without the use of a PIN number that is issued to you when you initiate the freeze. A security freeze is designed to prevent potential creditors from accessing your credit report without your consent. As a result, using a security freeze may interfere with or delay your ability to obtain credit. You must separately place a security freeze on your credit file with each credit reporting agency. In order to place a security freeze, you may be required to provide the consumer reporting agency with information that identifies you including your full name, Social Security number, date of birth, current and previous addresses, a copy of your state-issued identification card, and a recent utility bill, bank statement or insurance statement. Under federal law, you may not be charged to place or remove a credit freeze.

Police Report: If you file a police report, you have the right to obtain a copy of it. Our notification to you was not delayed by a law enforcement investigation.

Additional Free Resources on Identity Theft: You can obtain information from the consumer reporting agencies, FTC (<https://www.identitytheft.gov/>) or from your respective state Attorney General about steps you can take toward preventing identity theft. You may report suspected identity theft to local law enforcement, including to the Federal Trade Commission or to the Attorney General in your state. You may want to contact your state Attorney General to obtain further information. You may be able to locate contact information for your state attorney general here: <https://www.naag.org/find-my-ag/>.

Federal Trade Commission

600 Pennsylvania Ave, NW
Washington, DC 20580
consumer.ftc.gov, and
www.ftc.gov/idtheft
1-877-438-4338

New York Attorney General

Office of the Attorney General
The Capitol
Albany, NY 12224-0341
<https://ag.ny.gov/>
1-800-771-7755

North Carolina Attorney General

9001 Mail Service Center
Raleigh, NC 27699
ncdoj.gov
1-877-566-7226

Oregon Attorney General

100 SW Market Street
First Floor
Tilikum Room
Portland, OR 97201
<https://www.doj.state.or.us/consumer-protection/>
1-877-877-9392

Contact Information for Credit Reporting Agencies:

	Equifax	Experian	TransUnion
To obtain a copy of your credit report	P.O. Box 740241 Atlanta, GA 30374 (866) 349-5191 www.equifax.com	P.O. Box 4500 Allen, TX 75013 (888) 397-3742 www.experian.com	P.O. Box 1000 Chester, PA 19016 (800) 888-4213 www.transunion.com
To obtain a security freeze	PO Box 105788 Atlanta, GA 30348 (800) 685-1111 www.equifax.com/personal/credit-report-services	PO Box 9554 Allen, TX 75013 (888) 397-3742 www.experian.com/freeze/center.html	P.O. Box 2000 Chester, PA 19016 (888) 909-8872 www.transunion.com/credit-freeze
To place a fraud alert	P.O. Box 105069 Atlanta, GA 30348 (888) 766-0008 www.equifax.com/personal/credit-report-services	P.O. Box 2002 Allen, TX 75013 (888) 397-3742 www.experian.com/fraud/center.html	P.O. Box 2000 Chester, PA 19016 (800) 680-7289 www.transunion.com/fraud-victim-resource/place-fraud-alert