



Cliff Viessman, Inc.
c/o Cyberscout
555 Monster Rd SW
Renton, WA 98057
USBFS1709
Via First-Class Mail

16 0003620



[REDACTED]
[REDACTED]
[REDACTED]



September 10, 2025

Re: Notice of Data Security Breach

Dear [REDACTED],

Cliff Viessman, Inc. (“CVI”) writes to inform you of a recent cybersecurity event that may have impacted the security of your personal information. While we are unaware of any misuse of your personal information as a result of this event, we are providing you with details about what happened, our response, and resources available to you and additional guidance to help you further protect your personal information should you wish to do so.

What Happened?

On August 5, 2025, we became aware of suspicious activity within our IT network. Upon becoming aware of this, we immediately took steps to lock down and secure our network. Additionally, we promptly engaged third-party cybersecurity specialists to assist with our response and to conduct a comprehensive forensic investigation into the nature and scope of the issue. Through this investigation, it was determined that an unauthorized party had gained access to certain systems on our network and, during that time, copied files stored on some of those systems.

Based on these findings, we diligently reviewed the potentially impacted files to identify and catalog the types of information present within them and any individuals to whom the information related. We completed this review on August 12, 2025.

What Information Was Involved?

Our review found that your name and the following types of personal information relating to you were present within the copied files: [REDACTED].

What We Are Doing.

We take this event seriously and the privacy, security, and confidentiality of information in our care are among our highest priorities. Upon becoming aware of the event, we moved quickly to promptly investigate and respond to the event. Specifically, we took steps to secure our systems and are implementing additional technical safeguards and enhanced security measures to mitigate against the risk of future issues. We are notifying potentially affected individuals, including you, so that you may take further steps to best protect your information, should you feel it is necessary to do so.

In light of the event, we are also providing you with access to **Single Bureau Credit Monitoring/Single Bureau Credit Report/Single Bureau Credit Score** services at no charge. These services provide you with alerts for 12 months from the date of enrollment when changes occur to your credit file. This notification is sent to you the same day that the change or update takes place with the bureau. Finally, we are providing you with proactive fraud assistance to help with any questions that you might have or in event that you become a victim of fraud. These services will be provided by Cyberscout, a TransUnion company specializing in fraud assistance and remediation services. While CVI is covering the cost of these services, you will need to complete the activation process yourself.

What You Can Do.

We encourage you to remain vigilant against incidents of identity theft and fraud, to review your account statements, to monitor your credit reports for suspicious or unauthorized activity, and to report any suspicious activity promptly to your bank, credit card company, or other applicable institution. Please review the enclosed *Additional Resources to Help Protect Your Information*, to learn more about how to protect against the possibility of information misuse. Furthermore, you may also activate the credit monitoring services, according to the instructions provided below, which we are making available to you at no cost.

Credit Monitoring Enrollment Instructions

To enroll in Credit Monitoring services at no charge, please log on to <https://bfs.cyberscout.com/activate> and follow the instructions provided. When prompted please provide the following unique code to receive services: [REDACTED]. In order for you to receive the monitoring services described above, you must enroll within 90 days from the date of this letter. The enrollment requires an internet connection and e-mail account and may not be available to minors under the age of 18 years of age. Please note that when signing up for monitoring services, you may be asked to verify personal information for your own protection to confirm your identity.

For More Information.

If you have questions or are unable to activate credit monitoring according to the enclosed instructions, please call our dedicated assistance line at 1-833-426-7740 between the hours of 8:00 a.m. to 8:00 p.m. Eastern time, Monday through Friday, excluding holidays. Please have your unique code ready, provided above, if you call. We encourage you to reach out to this assistance line rather than to CVI directly, as our assistance line representatives are best positioned to answer your questions.

Sincerely,

Cliff Viessman, Inc.

Steps You Can Take To Help Protect Personal Information

Credit Reports: You may obtain a copy of your credit report, free of charge, whether or not you suspect any unauthorized activity on your account. You may obtain a free copy of your credit report from each of the three nationwide credit reporting agencies. To order your free credit report, please visit www.annualcreditreport.com, or call toll-free at 1-877-322-8228. You can also order your annual free credit report by mailing a completed Annual Credit Report Request Form (available at www.consumer.ftc.gov/articles/0155-free-credit-reports) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281.

Security Freeze: You also have the right to place a security freeze on your credit report. A security freeze is intended to prevent credit, loans, and services from being approved in your name without your consent. To place a security freeze on your credit report, you need to make a request to each consumer reporting agency. You may make that request by certified mail, overnight mail, regular stamped mail, or by following the instructions found at the websites listed below. The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse or a minor under the age of 16, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past five years; (5) proof of current address (such as a copy of a government-issued identification card, a recent utility bill, or bank or insurance statement); and (6) other personal information as required by the applicable credit reporting agency. It is essential that each copy be legible, display your name and current mailing address, and the date of issue. Pursuant to federal law, consumers cannot be charged to place or lift a credit freeze on their credit report. You may obtain a free security freeze by contacting any one or more of the following national consumer reporting agencies:

Equifax Security Freeze P.O. Box 105788 Atlanta, GA 30348 1-888-298-0045 www.equifax.com/personal/credit-report-services/credit-freeze/	Experian Security Freeze P.O. Box 9554 Allen, TX 75013 1-888-397-3742 www.experian.com/freeze/center.html	TransUnion Security Freeze P.O. Box 160 Woodlyn, PA 19094 1-800-916-8800 www.transunion.com/credit-freeze
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Fraud Alerts: You can place fraud alerts with the three credit bureaus by phone and online with:
Equifax (https://assets.equifax.com/assets/personal/Fraud_Alert_Request_Form.pdf);
TransUnion (www.transunion.com/fraud-alerts); or
Experian (www.experian.com/fraud/center.html).

A fraud alert tells creditors to follow certain procedures, including contacting you, before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit. Initial fraud alerts last for one year. Victims of identity theft can also get an extended fraud alert for seven years. The phone numbers for all three credit bureaus are above.

Monitoring: You should always remain vigilant and monitor your accounts for suspicious or unusual activity.

File Police Report: You have the right to file or obtain a police report if you experience identity fraud. Please note that in order to file a crime report or incident report with law enforcement for identity theft, you will likely need to provide proof that you have been a victim. A police report is often required to dispute fraudulent items. Instances of known or suspected identity theft should also be reported to law enforcement or to the Attorney General's office in your home jurisdiction. This notice has not been delayed by law enforcement.

FTC and Attorneys General: You can further educate yourself regarding identity theft, fraud alerts, security freezes, and the steps you can take to protect yourself, by contacting the consumer reporting agencies, the Federal Trade Commission, or your state Attorney General. The Federal Trade Commission can be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580, www.identitytheft.gov, 1-877-ID-THEFT (1-877-438-4338), TTY: 1-866-653-4261. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. You can obtain further information on how to file such a complaint by way of the contact information listed above.

For District of Columbia residents, the Attorney General may be contacted at the Office of the Attorney General for the District of Columbia, 441 4th Street NW, Washington, DC 20001, 1-202-727-3400, www.oag.dc.gov.

For Maryland residents, you may also wish to review information provided by the Maryland Attorney General on how to avoid identity theft at www.marylandattorneygeneral.gov/Pages/IdentityTheft/default.aspx, or by sending an email to idtheft@oag.state.md.us, or calling 410-576-6491. Cliff Viessman, Inc. is located at 215 1st Ave, Gary, SD 57237.

For New Mexico residents, state law advises you to review personal account statements and credit reports, as applicable, to detect errors resulting from the security breach. You also have rights pursuant to the Fair Credit Reporting Act, such as the right to be told if information in your credit file has been used against you, the right to know what is in your credit file, the right to ask for your credit score, and the right to dispute incomplete or inaccurate information. Further, pursuant to the Fair Credit Reporting Act, the consumer reporting agencies must correct or delete inaccurate, incomplete, or unverifiable information; consumer reporting agencies may not report outdated negative information; access to your file is limited; you must give your consent for credit reports to be provided to employers; you may limit “prescreened” offers of credit and insurance you get based on information in your credit report; and you may seek damages from violators. You may have additional rights under the Fair Credit Reporting Act not summarized here. Identity theft victims and active-duty military personnel have specific additional rights pursuant to the Fair Credit Reporting Act. We encourage you to review your rights pursuant to the Fair Credit Reporting Act at www.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf or by writing Consumer Response Center, Room 130-A, Federal Trade Commission, 600 Pennsylvania Ave. N.W., Washington, D.C. 20580.

For New York residents, 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, www.dos.ny.gov/consumerprotection; and *New York State Office of the Attorney General*, The Capitol, Albany, NY 12224-0341, 1-800-771-7755, www.ag.ny.gov.

For North Carolina residents, the Attorney General can be contacted at 9001 Mail Service Center, Raleigh, NC 27699-9001, 1-877-566-7226 or 1-919-716-6400, and www.ncdoj.gov. You may also obtain information about steps you can take to prevent identify theft from the North Carolina Attorney General at www.ncdoj.gov/protecting-consumers/protecting-your-identity/protect-yourself-from-id-theft/.

For Rhode Island residents, this data event involves 0 individuals in Rhode Island. 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.