



Secure Processing Center
P.O. Box 3826
Suwanee, GA 30024

Postal Endorsement Line

<<Full Name>>

<<Address 1>>

<<Address 2>>

<<Address 3>>

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

<<Country>>

***Postal IMB Barcode

<<Date>>

NOTICE OF DATA BREACH

Dear <<Full Name>>,

Tronair is writing to inform you of an incident involving unauthorized access to some of your information. In early July 2024, we detected an incident involving unauthorized access to a portion of our computer network. We promptly began investigating, and we recently determined some of your personal information was involved in this incident. We are reaching out to provide you information on the incident and an opportunity to enroll in free credit monitoring.

WHAT HAPPENED

On July 4, 2024, we detected unauthorized activity on our network. We promptly engaged third-party experts to investigate the scope of the incident. Based on our investigation, we believe that unauthorized activity occurred from July 1 to July 4, 2024. Once we identified the impacted data, we engaged a data-review firm to review the content of those files. We received those results on November 4, 2024, and promptly determined which individuals to notify.

WHAT INFORMATION WAS INVOLVED

Our investigation determined that some combination of the following types of personal information related to you may have been impacted: full name, date of birth, contact information, government identification (such as your Social Security number or driver's license number), financial information (such as your bank account and routing number), and health insurance information.

WHAT WE ARE DOING

We hired third-party experts to address this situation, perform an investigation into the unauthorized activity, and further secure our systems to protect your information. We also notified law enforcement, which did not delay this notice.

WHAT YOU CAN DO

We have no evidence that any of your information has been used for identity theft or financial fraud as a result of this incident. Nonetheless, we encourage you to remain vigilant for any signs of unauthorized financial activity and to review the *Additional Steps You Can Take* guidance included in this letter for steps you can take to protect yourself. In addition, we are offering a complimentary <<CM Duration>>-year membership to Experian's IdentityWorks. This product helps detect possible misuse of personal information. To register, please:

- Ensure that you **enroll by:** <<Enrollment Deadline>> (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: www.experianidworks.com/3bcredit
- Provide your **activation code:** <<code>>

If you have questions or want an alternative to enrolling in Experian IdentityWorks online, please contact Experian at 877-288-8057 by <<Enrollment Deadline>> and provide them engagement number <<Engagement Number>>.

FOR MORE INFORMATION

We have established a toll-free call center to support you and answer your questions. You can contact the call center at 888-458-9350, and one of our representatives will be happy to assist you. We appreciate your patience as we work through this process.

Sincerely,

A handwritten signature in black ink, appearing to read "H. Jones", with a stylized flourish at the end.

Howard Jones
Chief Executive Officer
Tronair
1 Air Cargo Pkwy E
Swanton, OH 43558

ADDITIONAL STEPS YOU CAN TAKE

Remain vigilant – We encourage you to remain vigilant for fraud or identity theft by reviewing your account statements and free credit reports. You can also find additional suggestions at www.IdentityTheft.gov/.

- You should confirm that your credit card company has the correct address on file for you and that all charges on the account are legitimate. If you discover errors or suspicious activity, you should immediately contact the credit card company and inform them that you have received this letter.
- You should obtain and review a free copy of your credit report by visiting www.annualcreditreport.com or calling (877) 322-8228. If the report is incorrect, you should contact the appropriate consumer reporting agency—Equifax, Experian, or TransUnion.

Consider placing a fraud alert or security freeze on your credit file – Consumer reporting agencies have tools you can use to protect your credit, including fraud alerts and security freezes.

- A fraud alert is a free, cautionary flag you can place on your credit file to notify companies extending you credit that they should take special precautions to verify your identity. You can contact any of the three consumer reporting agencies to place fraud alerts with each agency.
- A security freeze is a more dramatic step that will prevent others from accessing your credit report, which will prevent them from extending you credit. You must contact each consumer reporting agency separately to order a security freeze, and they may require you to provide them with your full name, Social Security number, date of birth, and current and previous addresses. You can obtain more information about security freezes by contacting the consumer reporting agencies or the Federal Trade Commission. There is no fee for requesting, temporarily lifting, or permanently removing a security freeze with any of the consumer reporting agencies.

Report suspicious activity – If you believe you are the victim of identity theft, consider (1) notifying your Attorney General, local law enforcement, or the Federal Trade Commission; (2) filing a police report and requesting a copy of that report; and (3) visiting www.IdentityTheft.gov/ to report the issue and get recovery steps.

Contact relevant authorities – You may contact the below resources to (1) get more information on fraud alerts or security freezes and (2) learn more about protecting yourself from fraud or identity theft.

Federal Trade Commission
600 Pennsylvania Ave. NW
Washington, DC 20580
(202) 326-2222
www.ftc.gov

Equifax
P.O. Box 740241
Atlanta, GA 30374
(800) 685-1111
www.equifax.com

Experian
P.O. Box 9701
Allen, TX 75013
(888) 397-3742
www.experian.com

TransUnion
P.O. Box 2000
Chester, PA 19016
(888) 909-8872
www.transunion.com

For Maryland Residents: the Maryland Attorney General may be contacted at: Office of the Attorney General, 200 St. Paul Place, 25th Floor, Baltimore, MD 21202; (888) 743-0023; www.marylandattorneygeneral.gov.

For North Carolina Residents: the North Carolina Attorney General may be contacted at: Office of the Attorney General, 9001 Mail Service Center, Raleigh, NC 27669; (919) 716-6400; www.ncdoj.gov.

For New York Residents: the New York Attorney General may be contacted at: Office of the Attorney General, The Capitol, Albany, NY 12224; 1-800-771-7755; www.ag.ny.gov.

You can also find your Attorney General's contact information at: <https://www.usa.gov/state-attorney-general>.

Review the Fair Credit Reporting Act – You also have certain rights under the Fair Credit Reporting Act (FCRA), including the right to know what is in your file, to dispute incomplete or inaccurate information, and to have consumer reporting agencies correct or delete inaccurate, incomplete, or unverifiable information. For more information about the FCRA, and your rights pursuant to the FCRA, please visit: <https://www.consumer.ftc.gov/sites/default/files/articles/pdf/pdf-0096-fair-credit-reporting-act.pdf>.



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Experian
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Allen, TX 75013
(888) 397-3742
www.experian.com

TransUnion
P.O. Box 2000
Chester, PA 19016
(888) 909-8872
www.transunion.com

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You can also find your Attorney General's contact information at: <https://www.usa.gov/state-attorney-general>.

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