February 26, 2026

RE: Notice of Data Breach

To Whom It May Concern:

We are writing to inform you of a data security incident that may have involved your personal information. We take the privacy and protection of your information seriously at Ecovacs Robotics, Inc. ("Ecovacs") and we want to provide you details about what happened, what information may have been involved, and what we are doing in response.

What Happened?

On December 13, 2025, we learned of abnormal logins to the Ecovacs application and immediately launched an investigation. As of January 27, 2026, we have determined that:

- a threat actor used automation to try combinations of several different email addresses and passwords to log into the Ecovacs online store;
- the email addresses and passwords that the threat actor used were not obtained from Ecovacs, which suggests that the threat actor likely obtained them from unrelated security incidents that did not involve Ecovacs; and
- the threat actor gained unauthorized access to certain user accounts beginning on December 9, 2025, and ending on December 13, 2025.

Our comprehensive investigation of the security investigation is ongoing.

What Information Was Involved?

By gaining access to accounts using logins and passwords obtained from other sources, the threat actor could verify the logins and passwords for the accounts that were accessed without authorization.

What We Are Doing.

On December 15, 2025, we required users whose accounts were accessed without authorization by the threat actor to reset their passwords using multi-factor authentication before they could access their accounts. We also sent these users an email notifying them that their accounts had been compromised and acquired by an unauthorized person. As part of our continued investigation and continuous security monitoring, we will immediately notify any user when we detect evidence of an abnormal login (for example, a login from a new device).

What You Can Do.

You have recently been required to change your login credentials connected to Ecovacs. Please ensure that you are using a strong password for your login credentials. We encourage you to change your login credentials for other accounts using the same credentials. We also encourage you to regularly change your login credentials.

Also, as a precaution, we recommend that you promptly contact your credit card, insurance, financial and bank institutions, follow any recommendations they may provide, and change your passwords.

Please be advised that you can obtain more information about identity theft, fraud alerts and security freezes by contacting the Federal Trade Commission and/or the Attorney General's office in your home state, as well as any of the three nationwide consumer reporting agencies. You may also visit the website of the Federal Trade Commission to learn more about your rights under the Fair Credit Reporting Act (15 U.S.C. §§ 1681-1681x) at https://www.ftc.gov/enforcement/statutes/fair-credit-reporting-act.

We are also providing toll free numbers of the three major credit reporting agencies:

- **Equifax**: (800) 685-1111 , P.O. Box 740256, Atlanta, GA 30374-0256
- **Experian**: 1-(888) 397-3742, P.O. Box 4500, Allen, TX 75013
- **TransUnion**: 1- (888) 909-8872, P.O. Box 2000, Chester, PA 19016-2000

We encourage you to continue remaining vigilant over the next twelve to twenty-four months and review account statements regularly. You may also periodically obtain credit reports from each nationwide credit reporting agency and have information relating to fraudulent transactions deleted. Remember to promptly report any suspicious activity or incidents of suspected identify theft.

For More Information.

We apologize for any inconvenience or concern this may have caused you. For additional information about how the breach may have affected you, please contact our call center at 844-425-3614, which is available 9:00Am – 9:00PM EST Monday through Friday.

Protecting your information is important to us. We trust that the services we are offering to you demonstrate our continued commitment to your security and satisfaction.

Sincerely,

Gary Li

Gary Li

1820 GATEWAY DR STE 360SAN MATEO, CA 94404-2467

844-425-3614

ADDITIONAL RESOURCES

Contact information for the three nationwide credit reporting agencies is:

Equifax, PO Box 74021, Atlanta, GA 30374, www.equifax.com, 1-800-685-1111

Experian, PO Box 2104, Allen, TX 75013, www.experian.com, 1-888-397-3742

TransUnion, PO Box 2000, Chester, PA 19022, www.transunion.com, 1-800-888-4213

Free Credit Report. It is recommended that you remain vigilant for incidents of fraud and identity theft by reviewing your account statements and monitoring your credit report for unauthorized activity. You may obtain a copy of your credit report, free of charge, once every 12 months from each of the three nationwide credit reporting agencies.

To order your annual 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 from the U.S. Federal Trade Commission's ("FTC") website at www.consumer.ftc.gov) to: Annual Credit Report Request Service, PO Box 105281, Atlanta, GA 30348-5281.

Depending on the state you reside in, you may obtain one or more additional copies of your credit report, free of charge. You must contact each of the credit reporting agencies directly to obtain such additional report(s).

Fraud Alert. You may place a fraud alert in your file by calling one of the three nationwide credit reporting agencies above. 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.

Security Freeze. You have the ability 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 may be able to use an online process, an automated telephone line, or a written request to any of the three credit reporting agencies listed above. The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse, 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; and (5) any applicable incident report or complaints with a law enforcement agency or the Registry of Motor Vehicles. The request must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, display your name and current mailing address, and the date of issue. The credit reporting agencies may charge a fee to place a freeze, temporarily lift it, or permanently remove it. The fee is waived if you are a victim of identity theft and have submitted a valid investigative or law enforcement report or complaint relating to the identity theft incident to the credit reporting agencies. (You must review your state's requirement(s) and/or credit bureau requirement(s) for the specific document(s) to be submitted.)

Federal Trade Commission and State Attorneys General Offices. 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 may also contact these agencies for information on how to prevent or avoid identity theft.

You may contact the **Federal Trade Commission**, Consumer Response Center, 600 Pennsylvania Avenue NW, Washington, DC 20580, www.ftc.gov/bcp/edu/microsites/idtheft/, 1-877-IDTHEFT (438-4338).

- **For Arizona residents:** You may contact the Arizona Attorney General Office, 2005 N Central Ave., Phoenix, AZ 85004, https://www.azag.gov/, (602) 542-5025.
- **For California residents:** You may contact the Office of Attorney General California Department of Justice, P.O. Box 944255, Sacramento CA 94244, https://oag.ca.gov/, (800) 952-5225.
- **For Colorado residents:** You may contact the Colorado Attorney General, Colorado Department of Law, Ralph L. Carr Judicial Building, 1300 Broadway, 10th Floor, Denver, CO, 80203, https://coag.gov/, (720) 508-6000.
- **For Connecticut residents:** You may contact the Office of Attorney General for the Connecticut Consumer Assistance Unit, 156 Capitol Avenue, Hartford CT, 06106, https://portal.ct.gov/ag/sections/consumer-protection, 860-808-5420.
- **For Florida residents:** You may contact the Florida Office of the Attorney General Department of Legal Affairs, PL-01 The Capitol, Tallahassee FL, 32399, http://myfloridalegal.com/, (866) 9-NO-SCAM.
- **For Illinois residents:** You may contact the Illinois Attorney General Office, Springfield Main Office, 500 South Second Street, Springfield, IL 62701 https://illinoisattorneygeneral.gov/, (217) 782-1090.
- **For Nebraska residents:** You may contact the Nebraska Attorney General Office at 2115 State Capitol PO Box 98920 Lincoln, https://ago.nebraska.gov/contact-us NE 68509 (402) 471-2683.
- **For New York residents:** You may contact the Office of Attorney General for the New York Office of Consumer Protection, 123 William Street, New York, NY 10038-3804, https://dos.ny.gov/consumer-protection, (800) 697-1220.

- **For Oregon residents:** You may contact the Oregon Attorney General office, Oregon Department of Justice1162 Court St. NE Salem, OR 97301-4096 https://www.doj.state.or.us/oregon-department-of-justice, 503-378-4400.
- **For Washington residents:** You may contact the Washington Attorney general office, 1125 Washington St SE, PO Box 40100, Olympia, WA, 98504 **https://www.atg.wa.gov/**, (360) 753-6200.

Fair Credit Reporting Act. You also have rights under the Fair Credit Reporting Act, which promotes the accuracy, fairness, and privacy of information in the files of consumer reporting agencies. The FTC has published a list of the primary rights created by the FCRA (https://www.ftc.gov/enforcement/statutes/fair-credit-reporting-act). The FTC's list of FCRA rights includes:

- You have the right to receive a copy of your credit report. The copy of your report must contain all the information in your file at the time of your request.
- Each of the nationwide credit reporting agencies is required to provide you with a free copy of your credit report, at your request, once every 12 months.
- You are also entitled to a free report if a company takes adverse action against you, like denying your application for credit, insurance, or employment, and you ask for your report within 60 days of receiving notice of the action. The notice will give you the name, address, and phone number of the credit reporting agency. You are also entitled to one free report a year if you're unemployed and plan to look for a job within 60 days; if you are on welfare; or if your report is inaccurate because of fraud, including identity theft.
- You have the right to ask for a credit score.
- You have the right to dispute incomplete or inaccurate information.
- 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 reports to be provided to employers.
- You may limit "prescreened" offers of credit and insurance you receive based on information in your credit report.
- You may seek damages from violators.
- Identity theft victims and active-duty military personnel have additional rights.