

April 7, 2025

Re: Notice of Data Breach



We are writing to inform you of a recent security incident. Please read this notice carefully, as it provides up-to-date information on what happened and what we are doing, as well as information on how you can obtain complimentary credit monitoring.

What happened?

Personnel Decisions Research Institutes, LLC (“PDRI”) recently identified unusual activity on some our systems. Upon detection, we promptly took steps to stop the activity and took certain systems offline. We immediately began an investigation with assistance from a cybersecurity firm to investigate what happened and what data may have been impacted.


We also notified law enforcement and worked to add further protections to harden our systems.

What personal information was involved?

Once we identified the impacted files, we began a process to determine whether any personal information was impacted and to whom it relates. We recently determined that in mid-January your Social Security Number, Financial account information and Medical Information were affected.

What we are doing:

We are offering you a complimentary **24-month** membership for credit monitoring and identity theft protection services through TransUnion. To activate your membership and start monitoring your personal information please follow the steps below:

- Ensure that you **enroll by: July 7th, 2025** (Your code will not work after this date.)
- Visit the TransUnion website to enroll: <https://bfs.cyberscout.com/activate>
- Provide your activation code: 

Please see Attachment A for additional details regarding these services. **You must enroll by July 7th, 2025, to receive these services.**

Prior to the incident, PDRI had a significant number of cybersecurity measures in place. Since becoming aware of the incident, we have worked with cybersecurity experts to deploy additional safeguards onto our systems, including rotating credentials, enhancing security monitoring and controls, and reviewing our policies and procedures.

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What you can do:

It is always a good idea to remain vigilant against threats of identity theft or fraud and to regularly review and monitor your account statements and credit history for any signs of unauthorized transactions or activity. You can also enroll in the TransUnion service being offered to you. Additional information about how to protect your identity and personal information is contained in Attachment B in this mailing.

For more information:

A dedicated call center is also being set up to answer your questions about this incident. You may call it toll free at 1-800-405-6108, Monday through Friday 8 a.m. to 8 p.m. ET (excluding major U.S. holidays).

Sincerely,

Elaine Pulakos
Personnel Decisions Research Institutes, LLC
4840 Westfields Blvd Suite 550
Chantilly, VA 20151

Attachment A - TransUnion Instructions

In response to the incident, we are offering you services provided by Cyberscout, a TransUnion company specializing in fraud assistance and remediation services. We are providing you with access to **Single Bureau Credit Monitoring/Single Bureau Credit Report/Single Bureau Credit Score** services at no charge for twenty-four (24) months from the date of enrollment.

Upon your completion of the enrollment process, you will have access to the following features:

- Access to a credit report with credit score. A credit report is a snapshot of a consumer's financial history and primary tool leveraged for determining credit-related identity theft or fraud.
- Credit monitoring alerts with email notifications to key changes on a consumer's credit file. In today's virtual world, credit alerts are a powerful tool to protect against identity theft, enable quick action against potentially fraudulent activity, and provide overall confidence to potentially impacted consumers.
- Identity theft insurance of up to \$1,000,000 in coverage to protect against potential damages related to identity theft and fraud
- Assistance with reading and interpreting credit reports for any possible fraud indicators.
- Assistance with answering any questions individuals may have about fraud.

You can enroll in the complimentary credit monitoring services being offered to you by logging on to <https://bfs.cyberscout.com/activate> and following the provided instructions. **When prompted, please provide the following unique code: 5BA01EA42DA2.** To receive the monitoring services, please enroll within 90 days from the date of this letter. The enrollment requires an internet connection and email account and may not be available to minors. 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.



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Attachment B - More Information about Identity Protection

INFORMATION ON OBTAINING A FREE CREDIT REPORT

U.S. residents are entitled under U.S. law to one free credit report annually from each of the three major credit bureaus. To order your free credit reports, visit www.annualcreditreport.com or call toll-free (877) 322-8228.

INFORMATION ON IMPLEMENTING A FRAUD ALERT OR SECURITY FREEZE

You can contact the three major credit bureaus at the addresses below to place a fraud alert on your credit report. A fraud alert indicates to anyone requesting your credit file that you suspect you are a possible victim of fraud. A fraud alert does not affect your ability to get a loan or credit. Instead, it alerts a business that your personal information might have been compromised and requires that business to verify your identity before issuing you credit. Although this may cause some short delay if you are the one applying for the credit, it might protect against someone else obtaining credit in your name.

A security freeze prohibits a credit reporting agency from releasing any information from a consumer's credit report without written authorization. However, please be aware that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit, mortgages, employment, housing, or other services. A credit reporting agency may not charge you to place, temporarily lift, or permanently remove a security freeze.

To place a fraud alert or security freeze on your credit report, you must contact the three credit bureaus below:

Equifax	Experian	TransUnion
Consumer Fraud Division	Credit Fraud Center	TransUnion LLC
P.O. Box 740256	P.O. Box 9554	P.O. Box 2000
Atlanta, GA 30374	Allen, TX 75013	Chester, PA 19022-2000
(888) 766-0008	(888) 397-3742	(800) 680-7289
www.equifax.com	www.experian.com	www.transunion.com

To request a security freeze, you will need to provide the following information:

1. Your full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security Number;
3. Date of birth;
4. If you have moved in the past five (5) years, the addresses where you have lived over those prior five years;
5. Proof of current address such as a current utility bill or telephone bill; and
6. A legible photocopy of a government-issued identification card (state driver's license or ID card, military identification, etc.).

You may also contact the U.S. Federal Trade Commission ("FTC") for further information on fraud alerts, security freezes, and how to protect yourself from identity theft. The FTC can be contacted at 400 7th St. SW, Washington, DC 20024; telephone +1 (877) 382-4357; or www.consumer.gov/idtheft.

ADDITIONAL RESOURCES

Your state attorney general may also have advice on preventing identity theft, and you should report instances of known or suspected identity theft to law enforcement, your state attorney general, or the FTC.

District of Columbia residents: The District of Columbia Attorney General may be contacted at: 400 6th Street, NW, Washington, D.C. 20001; 202-727-3400; and www.oag.dc.gov.

Colorado and Illinois residents: You may obtain information from the Federal Trade Commission and the credit reporting agencies about fraud alerts and security freezes.

Iowa Residents: The Attorney General can be contacted at Office of Attorney General of Iowa, Hoover State Office Building, 1305 E. Walnut Street, Des Moines, Iowa 50319; +1 (515) 281-5164; www.iowaattorneygeneral.gov.

Maryland residents: The Maryland Attorney General may be contacted at: 200 St. Paul Place, 16th Floor, Baltimore, MD 21202; 1-410-528-8662 or 1-888-743-0023; and <https://www.marylandattorneygeneral.gov/>

Massachusetts residents: You have the right to obtain any police report filed in regard to this incident. If you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it.

North Carolina Residents: The Attorney General can be contacted at 9001 Mail Service Center, Raleigh, NC 27699-9001; +1 (877) 566-7226 (Toll-free within North Carolina); +1 (919) 716-6400; or www.ncdoj.gov. You may obtain one or more (depending on the state) additional copies of your credit report, free of charge. You must contact each of the credit bureaus directly to obtain such additional report(s).

New Mexico Residents: You have rights under the federal Fair Credit Reporting Act (FCRA), which governs the collection and use of information pertaining to you by consumer reporting agencies. For more information about your rights under the FCRA, please visit:

<https://www.consumer.ftc.gov/sites/default/files/articles/pdf/pdf-0096-fair-credit-reporting-act.pdf> or www.ftc.gov.

New York Residents: The Attorney General can be contacted at the Office of the Attorney General, The Capitol, Albany, NY 12224-0341; +1 (800)-771-7755; or www.ag.ny.gov. You may obtain one or more (depending on the state) additional copies of your credit report, free of charge. You must contact each of the credit bureaus directly to obtain such additional report(s).

Rhode Island residents: The Rhode Island Attorney General may be reached at: 150 South Main Street, Providence, RI 02903; www.riag.ri.gov; and 1-401-274-4400. Under Rhode Island law, individuals have the right to obtain any police report filed in regard to this incident. Fees may be required to be paid to the consumer reporting agencies. There are approximately 2 Rhode Island residents that may be impacted by this incident.

For Arizona, California, Iowa, Montana, Washington and West Virginia residents: You may obtain one or more (depending on the state) additional copies of your credit report, free of charge. You must contact each of the credit bureaus directly to obtain such additional report(s).



