



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

Via U.S. Mail

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

Enrollment Code: <<XXXXXXXX>>
Enrollment Deadline: February 17, 2026

To Enroll, Scan the QR Code Below:



Or Visit:

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

November 17, 2025

Re: Notice of Data Breach

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

We are writing to inform you that Francotyp-Postalia, Inc. ("FP" or "we") (a subsidiary of Francotyp-Postalia Holding AG) experienced a cybersecurity incident that involved some of your personal information. This notice explains the incident, steps we have taken in response, and additional information on steps you may take to help protect your information, including through the use of free identity theft and credit monitoring services we are making available to you.

What Happened

On October 3, 2025, we discovered suspicious activity on FP's network. Upon discovering this activity, we promptly initiated our incident response protocols, mobilized senior management and legal advisors, and engaged a leading third-party forensic firm to initiate a comprehensive investigation. We and our cybersecurity vendor discovered and contained the incident on the same day. Our investigation confirmed that on October 3, 2025, an unknown third party accessed FP's internal systems. On October 17, 2025, we became aware that some employee personal information was affected.

As a precautionary measure, we are providing you with access to twenty-four (24) months of free identity-monitoring services, as explained below.

What Information Was Involved

The personal information involved varied by individual, but may have included your first and last name and one or more of the following: Social Security Number; Tax ID Number; IRS Forms; and benefits information and health benefits elections.

What We Are Doing

To help prevent a similar type of incident from occurring in the future, we have implemented additional protocols designed to enhance the security of our network, internal systems, and applications, including enhancing the security scanning of our systems. FP will also continue to evaluate additional steps that may be taken to further strengthen our defenses.

In addition, we are offering identity theft protection services through IDX, the data breach and recovery services expert. IDX identity protection services include: 24 months of credit and CyberScan monitoring, a \$1,000,000 insurance reimbursement policy, and fully managed ID theft recovery services. With this protection, IDX will help you resolve issues if your identity is compromised.

What You Can Do

We encourage you to remain vigilant for instances of identity theft and fraud by reviewing your financial account statements and credit reports for any anomalies and notifying your financial institution of any unauthorized transactions or suspected identity theft. We also encourage you to contact IDX with any questions and to enroll in the free identity protection services by calling 1-833-788-9712 or going to <https://app.idx.us/account-creation/protect> and using the Enrollment Code provided above. Representatives are available 9am – 9pm ET Mon-Fri, excluding major US holidays. Please note the deadline to enroll is February 17, 2026.

We encourage you to take full advantage of this service offering. IDX representatives have been fully versed on the incident and can answer questions or concerns you may have regarding protection of your personal information.

For More Information

FP takes the security of your personal information seriously. You will find detailed instructions for enrollment on the enclosed Recommended Steps document. Also, you will need to reference the enrollment code at the top of this letter when calling or enrolling online, so please do not discard this letter. Please call 1-833-788-9712 or go to <https://app.idx.us/account-creation/protect> for assistance or for any additional questions you may have.

Sincerely,

Michael B. Hannon

Managing Director, North America
Francotyp-Postalia, Inc.

Recommended Steps to Protect Your Personal Information

Website and Enrollment. Go to <https://response.idx.us/customending> and follow the instructions for enrollment using your Enrollment Code provided at the top of the letter.

Activate the credit monitoring provided as part of your IDX identity protection membership. The monitoring included in the membership must be activated to be effective. Note: You must have established credit and access to a computer and the internet to use this service. If you need assistance, IDX will be able to assist you.

Telephone. Contact IDX at 1-833-788-9712 to gain additional information about this event and speak with knowledgeable representatives about the appropriate steps to take to protect your credit identity.

Free Credit Report. We remind you to be vigilant for incidents of fraud or identity theft by reviewing your account statements and free credit reports for any unauthorized activity. If you identify any unauthorized charges on your financial account statements, you should immediately report any such charges to your financial institution. You may obtain a copy of your credit report, free of charge, once every 12 months from each of the three nationwide credit reporting companies. 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, P.O. Box 105281, Atlanta, GA 30348-5281.

Contact information for the three nationwide credit reporting companies is:

Equifax®

P.O. Box 740241
Atlanta, GA 30374-0241
1 (800) 685-1111
www.equifax.com

Experian®

P.O. Box 9701
Allen, TX 75013-9701
1(888) 397-3742
www.experian.com

TransUnion®

P.O. Box 1000
Chester, PA 19016-1000
1(800) 888-4213
www.transunion.com

When you receive your credit reports, review them carefully. Look for accounts or creditor inquiries that you did not initiate or do not recognize. Look for information, such as home address and Social Security number, that is not accurate. If you see anything you do not understand, call the credit reporting agency at the telephone number on the report.

If you discover any suspicious items and have enrolled in IDX identity protection, notify them immediately by calling or by logging into the IDX website and filing a request for help.

If you file a request for help or report suspicious activity, you will be contacted by a member of our ID Care team who will help you determine the cause of the suspicious items. In the unlikely event that you fall victim to identity theft as a consequence of this incident, you will be assigned an ID Care Specialist who will work on your behalf to identify, stop and reverse the damage quickly.

For Maryland, Massachusetts, & New Jersey 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 reporting agencies directly to obtain such additional report(s).

Security Freeze. Security freezes, also known as credit freezes, restrict access to your credit file, making it harder for identity thieves to open new accounts in your name. You can freeze and unfreeze your credit file for free. You also can get a free freeze for your children who are under 16. And if you are someone's guardian, conservator or have a valid power of attorney, you can get a free freeze for that person, too.

How will these freezes work? Contact all three of the nationwide credit reporting agencies - Equifax, Experian, and TransUnion. If you request a freeze online or by phone, the agency must place the freeze within one business day. If you request a lift of the freeze, the agency must lift it within one hour. If you make your request by mail, the agency must place or lift the freeze within three business days after it gets your request. You also can lift the freeze temporarily without a fee.

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 complaint with a law enforcement agency or your state motor vehicle registry. 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.

Fraud Alerts. A fraud alert tells businesses that check your credit that they should check with you before opening a new account. An initial fraud alert stays on your credit report for one year. You may have an extended alert placed on your credit report if you have already been a victim of identity theft with the appropriate documentary proof. An extended fraud alert stays on your credit report for seven years. To place a fraud alert on your credit reports, contact one of the nationwide credit bureaus. A fraud alert is free. The credit bureau you contact must tell the other two, and all three will place an alert on their versions of your report.

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 home 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 California Residents: Visit the California Office of Privacy Protection (<https://oag.ca.gov/privacy>) for additional information on protection against identity theft. You may also contact the California Office of the Attorney General at: Attorney General's Office, California Department of Justice, P.O. Box 944255, Sacramento, CA 94244-2550; <https://oag.ca.gov>; 1(800) 952-5225.

For Maryland Residents: You may contact the Maryland Office of the Attorney General, Consumer Protection Division, 200 St. Paul Place, Baltimore, MD 21202, <https://oag.maryland.gov>; 1 (888) 743-0023.

For New York Residents: You may contact the New York Office of the Attorney General, The Capitol, Albany, NY 12224, <https://ag.ny.gov/>; 1 (800) 771-7755. You may also contact the New York State Department of State - Division of Consumer Protection, Consumer Assistance Unit, www.dos.ny.gov; 99 Washington Avenue, Suite 650, Albany, NY 12231-0001; 1 (800) 697-1220.

For North Carolina Residents: You may contact the North Carolina Office of the Attorney General, Consumer Protection Division, 9001 Mail Service Center, Raleigh, NC 27699-9001; <https://ncdoj.gov/file-a-complaint/consumer-complaint/>; (919) 716-6000 or 1 (877) 566-7226.

Reporting of identity theft and obtaining a police report.

You have the right to obtain any police report filed in the United States in regard to this incident. If you are the victim of fraud or identity theft, you also have the right to file a police report.