MAINETTI

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[redacted]

**Re: Notice of Security Incident / Data Breach**

Dear [redacted]

We are writing to notify you of a recent data security event which affected parts of our computer systems that may have impacted some of your information. This letter provides information about the incident and the precautionary steps you can take to protect your information.

**What happened?**

Mainetti USA Inc. recently discovered that our company was the target of a ransomware attack. We immediately launched an investigation, with the assistance of third-party forensic experts, to determine the nature and scope of the activity. Our investigation determined that on or around June 12, 2025, the ransomware group Qilin appeared to have gained access to parts of our computer network. The cybersecurity measures deployed by Mainetti USA's cybersecurity service provider succeeded in blocking certain serious actions attempted by Qilin. When we discovered they encrypted a printer server on June 18, 2025, we immediately switched to backups for business continuity.

Our forensic investigation has not found any evidence that files containing personal information were copied or removed. Nevertheless, because the ransomware group has publicized their attack and posted screenshots of business records such as statements of work and invoices on their blog, we began a time-intensive and detailed review of files that may have been affected by this incident to determine what information was present in the files and to whom it related. We completed this review on September 4, 2025 and determined that your personal information may have been in one or more of the impacted files.

**What information was involved?**

The personal information that may have been exposed includes an individual's first and last name, address, Social Security Number and/or driver's license number, digital signature file, medical information, and financial account information not in combination with any password or access code.

Not all of this information may apply to you, but we are including it here to give you a complete picture of the types of information that may have been at risk. Our investigation has not confirmed that your personal information was accessed or removed, but we are providing you with this information out of an abundance of caution.

**What we are doing.**

Mainetti USA is committed to safeguarding the privacy of our employees and customers. Upon discovery, we immediately commenced an investigation to confirm the nature and scope of the incident. We also reported this matter to law enforcement, including the Federal Bureau of Investigation. Further, we continue to review and improve upon our robust security policies, procedures, and tools as part of our ongoing commitment to data security.

While our investigation has not revealed, and we are not affirmatively aware of, any unauthorized acquisition of your personal information, we understand the concerns that you may have around the incident.

We have arranged to provide you with 18 months of complimentary credit monitoring from Aura, a digital safety services provider (www.aura.com). This product helps detect possible misuse of your personal information and provides you with identity protection and credit monitoring services. This service is available to you at no charge and enrolling in this program will not hurt your credit score. If you wish to enroll in the service, please contact us at **aurainfo.usa@mainetti.com**. We will then provide you with a unique code for you to enroll with Aura.

**What can you do.**

We encourage you to take the following steps to protect yourself from potential identity theft or fraud:

- Monitor Your Accounts: Regularly review statements from your accounts and immediately report any suspicious activity.

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- Check Your Credit Reports: You are entitled to a free credit report every 12 months from each of the three major credit reporting bureaus. Obtain your reports at AnnualCreditReport.com, the only federally authorized website for free credit reports.
- Place a Fraud Alert and a Security Freeze: Contact one of the major credit bureaus (Experian, TransUnion, or Equifax) to place a fraud alert on your credit reports, which warns creditors that you may be a victim of identity theft. The information that you would need to provide the credit bureau varies, but generally they may request your personal information including your full name, date of birth, Social Security Number, and current address. There is no charge to place a security freeze on your credit report. You can find contact information for each of these bureaus below.

Equifax

Toll-Free Number: 1-800-685-1111

Address P.O. Box 105069, Atlanta, GA 30348-5069

Website: www.equifax.com

Experian

Toll-Free Number: 1-888-397-3742

Address P.O. Box 9554, Allen, TX 75013

Website: www.experian.com

TransUnion

Toll-Free Number: 1-800-916-8800

Address P.O. Box 2000, Chester, PA 19016

Website: www.transunion.com

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- Contact your local police department to file a report. The report may be filed in the city or county in which you reside.
- You can also find out more information about steps you can take to protect yourself from identity theft, including about fraud alerts and security freezes, from the Federal Trade Commission, the Office of the Attorney General of Massachusetts, and the Massachusetts Office of Consumer Affairs and Business Regulation. Their contact information is below.

Federal Trade Commission

Telephone:1-877-FTC-HELP

Website: www.identitytheft.gov and https://consumer.ftc.gov/identity-theft-and-online-security/identity-theft

Office of the Attorney General of Massachusetts

Telephone: 617-727-8400

Website: https://www.mass.gov/protecting-yourself-if-your-identity-is-stolen

Massachusetts Office of Consumer Affairs and Business Regulation

Telephone: 617-973-8787

Website: https://www.mass.gov/info-details/identity-theft

**For more information:**

We apologize for this incident. If you have questions about what happened or need any further assistance, please contact us at 828-708-5929.