



500 Hawthorne Ave SE
Salem, OR 97301

<<first name>> <<last name>>
<<address 1>> <<address 2>>
<<city>>, <<state>> <<zip>>

December __, 2025

Subject: Notice of Data Security <<Incident/ Breach>>

Dear <<first name>> <<last name>>:

We are writing to inform you of a data security incident that may have involved your personal information. Garten Services, Inc. (“Garten”) takes the privacy and security of the data under our care very seriously and we regret any concern or inconvenience this may cause. Please read this letter carefully as it contains information regarding the incident and steps you can take to help protect your personal information.

What Happened. On December 4, 2025, we learned that some of your information may have been involved in data security incident. We experienced unusual activity involving our local network systems in early August 2025, and immediately started an investigation. The investigation determined that certain data on our networks could have been accessed or acquired without authorization. We then undertook a thorough review to determine the nature of the information and the individuals to whom the information pertained, as well as to obtain the addresses for those individuals.

What Information Was Involved. The potentially affected data included your <<data elements>>.

What We Are Doing. To help prevent something like this from happening again, we have implemented additional technical security measures to enhance the security of our network.

We are also offering you complimentary identity protection services through Kroll. Kroll is a global leader in risk mitigation and response, and their team has extensive experience helping people who have sustained an unintentional exposure of confidential data. Kroll is providing identity monitoring services at no cost to you for 12 months. Your identity monitoring services include Credit Monitoring, \$1 Million Identity Fraud Loss Reimbursement, Fraud Consultation, and Identity Theft Restoration. Additional information and instructions to enroll in the Kroll services are detailed below.

What You Can Do. You can follow the recommendations included with this letter to help protect your information. In addition, we encourage you to take full advantage of the services offered to you through Kroll. To activate your identity monitoring services, please visit Enroll.krollmonitoring.com/redeem using the following activation code <<Enter Activation Code>>. Your Verification ID is: SF-013264. You must activate your identity monitoring services by March 5, 2026.

For More Information. If you have any questions about this letter, please contact our dedicated team at 503.581.1984. Representatives have been fully versed on the incident and are available Monday through Friday from 9:00 am to 5:00 pm PST (excluding major U.S. holidays).

The security of the information in our possession is a top priority for Garten. We take your trust in us and this matter very seriously, and we deeply regret any worry or inconvenience that this may cause you.

Sincerely,

Garten Services Inc.
500 Hawthorne Ave SE
Salem, OR 97301

Steps You Can Take to Help Protect Your Personal Information

Review Your Account Statements and Notify Law Enforcement of Suspicious Activity: As a precautionary measure, we recommend that you remain vigilant by reviewing your account statements and credit reports closely. If you detect any suspicious activity on an account, you should promptly notify the financial institution or company with which the account is maintained. You also should promptly report any fraudulent activity or any suspected incidence of identity theft to proper law enforcement authorities, your state attorney general, and/or the Federal Trade Commission (the “FTC”).

Copy of Credit Report: You may obtain a free copy of your credit report from each of the three major credit reporting agencies once every 12 months by visiting www.annualcreditreport.com/, calling toll-free 1-877-322-8228, or by completing an Annual Credit Report Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348. You also can contact one of the following three national credit reporting agencies:

Equifax

P.O. Box 105851
Atlanta, GA 30348
1-800-525-6285
www.equifax.com

Experian

P.O. Box 9532
Allen, TX 75013
1-888-397-3742
www.experian.com

TransUnion

P.O. Box 2000
Chester, PA 19016
1-833-799-5355
www.transunion.com/get-credit-report

Fraud Alert: You may want to consider placing a fraud alert on your credit report. An initial fraud alert is free and will stay on your credit file for at least one year. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any accounts in your name. To place a fraud alert on your credit report, contact any of the three credit reporting agencies identified above. Additional information is available at www.annualcreditreport.com.

Security Freeze: You have the right to put a security freeze on your credit file for up to one year at no cost. This will prevent new credit from being opened in your name without the use of a PIN number that is issued to you when you initiate the freeze. A security freeze is designed to prevent potential creditors from accessing your credit report without your consent. As a result, using a security freeze may interfere with or delay your ability to obtain credit. You must separately place a security freeze on your credit file with each credit reporting agency. In order to place a security freeze, you may be required to provide the consumer reporting agency with information that identifies you including your full name, Social Security number, date of birth, current and previous addresses, a copy of your state-issued identification card, and a recent utility bill, bank statement or insurance statement.

Additional Free Resources: You can obtain information from the consumer reporting agencies, the FTC, or from your respective state Attorney General about fraud alerts, security freezes, and steps you can take toward preventing identity theft. You may report suspected identity theft to local law enforcement, including to the FTC or to the Attorney General in your state.

Federal Trade Commission

600 Pennsylvania Ave, NW
Washington, DC 20580
consumer.ftc.gov
877-438-4338

Maryland Attorney General

200 St. Paul Place
Baltimore, MD 21202
www.marylandattorneygeneral.gov/Pages/CPD
888-743-0023

Oregon Attorney General

1162 Court St., NE
Salem, OR 97301
www.doj.state.or.us/consumer-protection
877-877-9392

California Attorney General

1300 I Street
Sacramento, CA 95814
www.oag.ca.gov/privacy
800-952-5225

New York Attorney General

The Capitol
Albany, NY 12224
800-771-7755
ag.ny.gov

Iowa Attorney General

1305 E. Walnut Street
Des Moines, Iowa 50319

NY Bureau of Internet and Technology

28 Liberty Street
New York, NY 10005

www.iowaattorneygeneral.gov
888-777-4590

Kentucky Attorney General
700 Capitol Avenue, Suite 118
Frankfort, Kentucky 40601
www.ag.ky.gov
502-696-5300

www.dos.ny.gov/consumerprotection/
212.416.8433

NC Attorney General
9001 Mail Service Center
Raleigh, NC 27699
ncdoj.gov/protectingconsumers/
877-566-7226

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