



<<Return to Kroll>>
<<Return Address>>
<<City, State ZIP>>

<<FIRST_NAME>> <<MIDDLE_NAME>> <<LAST_NAME>> <<SUFFIX>>
<<ADDRESS_1>>
<<ADDRESS_2>>
<<CITY>>, <<STATE_PROVINCE>> <<POSTAL_CODE>>
<<COUNTRY>>



<<Date>> (Format: Month Day, Year)

Re: Notice of Data Event

Dear <<First_name>> <<Last_name>>:

At Thornton Plumbing and Heating Inc., we take data security and information privacy seriously. As part of that commitment, we are providing you with this notice of the data event involving our company’s computer network. This notice contains resources and steps you may take to protect your information, should you feel it appropriate to do so. Please read this letter carefully.

What Happened?

On November 12, 2025, we detected a network disruption. As soon as we became aware of the disruption, we took immediate action to secure our systems which included disconnecting our network from the internet. We partnered with professionals to investigate the nature and scope of the event. As part of that investigation, we confirmed on November 20, 2025, that data was taken from our network without authorization. We then conducted a thorough review of the data accessible to us to identify what personal information, if any, was contained in the files purported to have been taken and to whom the information belonged. We concluded our review on January 8, 2026 and determined that your information was involved.

What Information Was Involved?

Our review found that your <<b2b_text_1 (name, impacted data element(s))>> were contained within data taken from our network. While we have no evidence of any actual or attempted fraud or misuse of information, we are notifying you out of an abundance of caution.

What We Are Doing

Upon learning of the event, we took immediate action to contain and remediate the issue, including taking our network offline. We partnered with professionals to thoroughly investigate the incident and notified federal law enforcement. Additionally, we are assessing our existing security safeguards and policies for ways we can strengthen our systems and increase our resilience against evolving threats.

As an added precaution, we are providing you with access to 12 months of identity monitoring at no charge. These services will be provided by Kroll. Kroll is a global leader in risk mitigation and response with extensive experience helping people in these types of events. Your identity monitoring services include Credit Monitoring, Fraud Consultation, and Identity Theft Restoration. Instructions about how to enroll in the services are below.

What You Can Do

We encourage you to remain vigilant for incidents of identity theft and fraud, from any source, by reviewing your credit reports and financial account statements for suspicious activity and to detect any errors. If you discover any suspicious or unusual activity, please contact your financial institution or service provider to discuss your options. The enclosed “Steps You Can Take to Help Protect Your Information” contains additional resources you may take advantage of to protect against fraud and identity theft.

Enrollment in Identity Monitoring Services

1. You must activate your identity monitoring services by <<b2b_text_6 (activation deadline)>>. Your Activation Code will not work after this date.
2. Visit <https://enroll.krollmonitoring.com> to activate and take advantage of your identity monitoring services.
3. Provide Your Membership Number: <<Membership Number s_n>>

For more information about Kroll and your Identity Monitoring services, you can visit info.krollmonitoring.com. Additional information describing your services is below.

For More Information

We understand that you may have additional questions or concerns. You can contact our incident help line at (844) 425-7420 between 7:00 a.m. to 4:30 p.m. Mountain Time, Monday through Friday (excluding major U.S. holidays). Representatives are available for 90 days from the date of this letter, to assist you with questions regarding this incident. Please be prepared to supply the fraud specialist with your membership number listed above.

We remain committed to protecting the privacy and security of information entrusted in our care and continue to be thankful for your support.

Sincerely,

Thornton Plumbing and Heating Inc.

STEPS YOU CAN TAKE TO HELP PROTECT YOUR INFORMATION

Monitor Your Accounts and Credit Reports. Under U.S. law, you are entitled to one free credit report annually from each of the three major credit reporting bureaus, TransUnion, Experian, and Equifax. To obtain a free annual credit report, visit www.annualcreditreport.com or call 1-877-322-8228. Once you receive your credit report, review it for discrepancies and identify any accounts you did not open or inquiries from creditors that you did not authorize. If you have questions or notice incorrect information, contact the credit reporting bureau.

Report Suspected Fraud. You have the right to file a police report if you ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, you will likely need to provide some proof that you have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement, your state Attorney General, and the FTC.

Place Fraud Alerts. You have the right to place an initial or extended “fraud alert” on a credit file at no cost. An initial fraud alert is a one-year alert that is placed on a consumer’s credit file. Upon seeing a fraud alert, a business is required to take steps to verify the consumer’s identity before extending new credit. If you are a victim of identity theft, you are entitled to an extended fraud alert lasting seven years. Should you wish to place a fraud alert, please contact any of the three credit reporting bureaus listed below.

Place Security Freeze. As an alternative to a fraud alert, you have the right to place a “credit freeze” on a credit report, which will prohibit a credit bureau from releasing information in the credit report without your express authorization. The credit freeze is designed to prevent credit, loans, and services from being approved in your name without your consent. However, you should be aware that using a credit freeze may delay, interfere with, or prohibit the timely approval of any subsequent request or application you make regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, you cannot be charged to place or lift a credit freeze on your credit report. To request a credit freeze, you should provide the following information:

1. Full name (including middle initial as well as Jr., Sr., III, etc.);
2. Social Security number;
3. Date of birth;
4. Address for the prior two to five years;
5. Proof of current address, such as a current utility or telephone bill;
6. A legible photocopy of a government-issued identification card (e.g., state driver’s license or identification card); and
7. A copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft, if you are a victim of identity theft.

To place a fraud alert or credit freeze, contact the three major credit reporting bureaus listed below:

TransUnion 1- 800-916-8800 www.transunion.com	Experian 1-888-397-3742 www.experian.com	Equifax 1-888-378-4329 www.equifax.com
TransUnion Fraud Alert P.O. Box 2000 Chester, PA 19016-2000	Experian Fraud Alert P.O. Box 9554 Allen, TX 75013	Equifax Fraud Alert P.O. Box 105069 Atlanta, GA 30348-5069
TransUnion Credit Freeze P.O. Box 160 Woodlyn, PA 19094	Experian Credit Freeze P.O. Box 9554 Allen, TX 75013	Equifax Credit Freeze P.O. Box 105788 Atlanta, GA 30348-5788

Obtain Additional Information. You may further educate yourself regarding identity theft, fraud alerts, credit freezes, and the steps you can take to protect your personal information by contacting the Federal Trade Commission (FTC). The FTC also encourages those who discover that their information has been misused to file a complaint with them. The FTC may be reached at 600 Pennsylvania Ave. NW, Washington, D.C. 20580; www.identitytheft.gov; 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261. Thornton Plumbing and Heating Inc. may be contacted by mail at 6790 400 W, Midvale, UT 84047. This notice has not been delayed by law enforcement.



TAKE ADVANTAGE OF YOUR IDENTITY MONITORING SERVICES

You have been provided with access to the following services from Kroll:

Single Bureau Credit Monitoring

You will receive alerts when there are changes to your credit data—for instance, when a new line of credit is applied for in your name. If you do not recognize the activity, you'll have the option to call a Kroll fraud specialist, who will be able to help you determine if it is an indicator of identity theft. To receive credit services, you must be over the age of 18 and have established credit in the U.S., have a Social Security number in your name, and have a U.S. residential address associated with your credit file.

Fraud Consultation

You have unlimited access to consultation with a Kroll fraud specialist. Support includes showing you the most effective ways to protect your identity, explaining your rights and protections under the law, assistance with fraud alerts, and interpreting how personal information is accessed and used, including investigating suspicious activity that could be tied to an identity theft event.

Identity Theft Restoration

If you become a victim of identity theft, an experienced Kroll licensed investigator will work on your behalf to resolve related issues. You will have access to a dedicated investigator who understands your issues and can do most of the work for you. Your investigator will be able to dig deep to uncover the scope of the identity theft, and then work to resolve it.