

The Shubert Organization, Inc.
c/o Cyberscout
PO Box 1286
Dearborn, MI 48120-9998



March 20, 2026

Dear [REDACTED]:

The Shubert Organization, Inc. ("Shubert") writes to inform you about a matter that involves your Telecharge account. This letter provides you with information about what happened, steps we have taken in response, and steps you may take should you feel it is appropriate.

What Happened? On January 19, 2026, an unknown cyber actor performed a brute force attack and accessed certain accounts on Shubert's ticketing website, Telecharge. In response, we took steps to confirm the website was secure and conducted a review to determine which accounts were accessed, and to whom the accounts belonged.

What Information Was Involved? We recently completed our review and determined that your [REDACTED] may have been accessed without authorization during this event.

What We Are Doing. We take the confidentiality, privacy and security of information very seriously. In response to this incident, we took prompt steps to address the incident and commenced a thorough investigation to determine the full nature and scope of the incident. We also deactivated your Telecharge account following the incident. If you use the same password for any non-Telecharge accounts, we recommend that you change your password on those accounts. As part of our ongoing commitment to the privacy of information in our care, we are reviewing our security measures to mitigate the recurrence of this type of event. Further, we are also providing you with additional resources that you may use to protect your information if you believe it is appropriate.

What You Can Do. If you choose to maintain a Telecharge account, you will need to create a new account (if you have not already done so). You do not need a Telecharge account to use the Telecharge website. If you do choose to create a new Telecharge account, we recommend that you create a new Telecharge password for your account. We also recommend you review the free resources and guidance contained in the enclosed "Steps You Can Take To Help Protect Personal Information."

For More Information. We understand that you may have questions about this incident that are not addressed in this letter. If you do, or otherwise need assistance, please call our dedicated toll-free help line at 1-833-877-8625, Monday through Friday from 8:00 am to 8:00 pm Eastern time (excluding major U.S. holidays).

Sincerely,

The Shubert Organization, Inc.

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Steps You Can Take To Help Protect Personal Information

Monitor Your Accounts

Under U.S. law, a consumer is entitled to one free credit report annually from each of the three major credit reporting bureaus, Equifax, Experian, and TransUnion. To order a free credit report, visit www.annualcreditreport.com or call, toll-free, 1-877-322-8228. Consumers may also directly contact the three major credit reporting bureaus listed below to request a free copy of their credit report.

Consumers have the right to place an initial or extended “fraud alert” on a credit file at no cost. An initial fraud alert is a 1-year alert that is placed on a consumer’s credit file. Upon seeing a fraud alert display on a consumer’s credit file, a business is required to take steps to verify the consumer’s identity before extending new credit. If consumers are the victim of identity theft, they are entitled to an extended fraud alert, which is a fraud alert lasting seven years. Should consumers wish to place a fraud alert, please contact any of the three major credit reporting bureaus listed below.

As an alternative to a fraud alert, consumers 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 the consumer’s express authorization. The credit freeze is designed to prevent credit, loans, and services from being approved in a consumer’s name without consent. However, consumers should be aware that using a credit freeze to take control over who gets access to the personal and financial information in their credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application they make regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, consumers cannot be charged to place or lift a credit freeze on their credit report. To request a credit freeze, individuals may need to provide some or all of the following information:

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

Should consumers wish to place a credit freeze or fraud alert, please contact the three major credit reporting bureaus listed below:

Equifax	Experian	TransUnion
https://www.equifax.com/personal/credit-reports-services/	https://www.experian.com/help/	https://www.transunion.com/data-breach-help
1-888-298-0045	1-888-397-3742	1-833-799-5355
Equifax Fraud Alert, P.O. Box 105069 Atlanta, GA 30348-5069	Experian Fraud Alert, P.O. Box 9554, Allen, TX 75013	TransUnion, P.O. Box 2000, Chester, PA 19016
Equifax Credit Freeze, P.O. Box 105788 Atlanta, GA 30348-5788	Experian Credit Freeze, P.O. Box 9554, Allen, TX 75013	TransUnion, P.O. Box 160, Woodlyn, PA 19094

Additional Information

Consumers may further educate themselves regarding identity theft, fraud alerts, credit freezes, and the steps they can take to protect your personal information by contacting the consumer reporting bureaus, the Federal Trade Commission, or their state Attorney General. The Federal Trade Commission may be reached at: 600 Pennsylvania Avenue NW, Washington, D.C. 20580; www.identitytheft.gov; 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. Consumers can obtain further information on how to file such a complaint by way of the contact information listed above. Consumers have the right to file a police report if they ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, consumers will likely need to provide some proof that they have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement and the relevant state Attorney General. This notice has not been delayed by law enforcement.

For New York residents, the New York Attorney General may be contacted at: Office of the Attorney General, The Capitol, Albany, NY 12224-0341; 1-800-771-7755; or <https://ag.ny.gov>.