



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

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

Enrollment Code: <<XXXXXXXX>>
Enrollment Deadline: November 27, 2026

To Enroll, Scan the QR Code Below:



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

August 27, 2026

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

Dear <<First Name>> <<Last Name>>:

Bain Capital is writing to provide you with information about a recent security incident involving your personal information. While we have no evidence of identity theft or fraud involving your data, we are providing information and resources that you may find helpful, including two years of free credit monitoring and identity theft protection services. Please carefully read the sections below entitled “*What Can You Do?*” and “*Steps You Can Take to Help Protect Your Information.*”

What Happened? On July 28, 2026, Bain Capital identified unauthorized access to a limited number of Bain Capital resources, including a subset of folders in a cloud storage platform utilized by Bain Capital. Upon detection of the incident, we immediately removed the unauthorized access, notified federal law enforcement, and engaged digital forensic investigators and other experts to assist in our response. No Bain Capital products, services, or operations were impacted in any way by this incident.

What Information is Involved? Our review determined that this incident affected the following information: your name, <<Variable Data 1>>.

What Are We Doing? We have no indication that any of your data has been misused, and following appropriate responsive actions, we do not believe that the impacted data will be distributed or used improperly. Nonetheless, we are offering you two years of free credit monitoring and identity protection services provided by IDX. The services include credit monitoring, a \$1,000,000 insurance reimbursement policy and identity restoration in the event that you are a victim of identity theft, and dark web monitoring. To activate the services, please follow the instructions included in the enclosed “*Steps You Can Take to Help Protect Your Information.*”

What Can You Do? Please review the enclosed “*Steps You Can Take to Help Protect Your Information*” included with this letter. This section describes additional steps you can take to help protect yourself, including recommendations regarding identity theft protection and details on how to place a fraud alert or a security freeze on your credit file should you wish to do so.

Who Can You Call? Should you have any questions, please reach out to Bain Capital Investor Relations at 617-516-2350, ir@baincapital.com, or 200 Clarendon Street, Boston, MA 02116.

Sincerely,

Bain Capital

Steps You Can Take to Help Protect Your Information

Enroll in IDX Credit Monitoring and Identity Protection Services

Go to <https://app.idx.us/account-creation/protect> and follow the instructions to enroll in the identity protection services being provided by IDX. Your personal Enrollment Code is provided at the top of this letter. Please note the deadline to enroll is November 27, 2026.

There are other proactive actions that institutions and individuals can take to help protect their sensitive information from criminal threat actors. We encourage all of our partners to review the information and resources below and consider implementing these best practices as a precautionary measure.

Monitor Your Accounts

Under U.S. law, an individual consumer is entitled to one free credit report annually from each of the three major credit reporting bureaus, Equifax, Experian, and TransUnion. To order your free credit report, visit www.annualcreditreport.com or call, toll-free, 1-877-322-8228. You may also directly contact the three major credit reporting bureaus listed below to request a free copy of your 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 one-year alert that is placed on a consumer’s credit file with the credit reporting bureau. 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 you are a victim of identity theft, you are entitled to an extended fraud alert, which is a fraud alert lasting seven years. Should you wish to place a fraud alert, please contact any one of the three major credit reporting bureaus listed below.

If you discover any suspicious items on your credit reports or from the fraud alert and have enrolled in IDX identity protection services, 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 the IDX ID Care Team who will help you determine the cause of the suspicious items. In the 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.

As an alternative to a fraud alert, consumers have the right to place a “credit freeze” on a credit report, free of charge, 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 your name without your consent. However, you should be aware that using a credit freeze to take control over who gets access to the personal and financial information in your credit report 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. Consumer reporting agencies may also require you to pay a fee for certain features they offer. 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 will need to provide the following information (note that items 5 and 6 are only applicable when placing a credit freeze via mail, and item 7 is an optional document to facilitate the process when relevant):

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, military identification, etc.); and
7. A copy of either the police report, investigative report, or complaint to a law enforcement agency filed by you concerning identity theft if you are a victim of identity theft.

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

Equifax	Experian	TransUnion
https://www.equifax.com/	https://www.experian.com/	https://www.transunion.com/
1-888-378-4329	1-888-397-3742	1-800-916-8800
Equifax Consumer Fraud Division P.O. Box 740256 Atlanta, GA 30374	Experian Fraud Center P.O. Box 9554 Allen, TX 75013	TransUnion Fraud Victim Assistance Department 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 Credit Freeze P.O. Box 160 Woodlyn, PA 19094

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 consumer reporting bureaus or the Federal Trade Commission. You may also obtain online guidance from the Federal Trade Commission and USA.gov regarding steps you can take to protect against identity theft by visiting www.identitytheft.gov or www.usa.gov/identity-theft. The Federal Trade Commission may be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580; 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. You can obtain further information on how to file such a complaint by way of the contact information listed above.

For California residents, the California Office of Privacy Protection (www.oag.ca.gov/privacy) may be contacted for additional information on protection against identity theft. The California Attorney General can be contacted at 1300 I Street, Sacramento, CA 95814, www.oag.ca.gov, 800-952-5225.

For District of Columbia residents, the District of Columbia Attorney General can be contacted at 400 6th Street NW, Washington, DC 20001, www.oag.dc.gov, 202-727-3400.

For Florida residents, the Florida Attorney General can be contacted at PL-01, The Capitol, Tallahassee, FL 32399-1050, <http://www.myfloridalegal.com/>, 850-414-3300.

For Iowa residents, the Iowa Attorney General can be contacted at 1305 E. Walnut Street, Des Moines, Iowa 50319, <http://www.iowaattorneygeneral.gov/>, 515-281-5926 or 888-777-4590.

For Kentucky residents, the Kentucky Attorney General may be contacted at 700 Capital Avenue, Suite 118, Frankfort, KY 40601, www.ag.ky.gov, 502-696-5300.

For Maryland residents, the Maryland Attorney General can be contacted at 200 St. Paul Place, Baltimore, MD 21202, <https://oag.maryland.gov>, 410-576-6300.

For Massachusetts residents, You have the right to file and obtain a copy of a police report. You also have the right to request a security freeze, as described above. You may contact and obtain information from your state attorney general at: Office of the Massachusetts Attorney General, One Ashburton Place, Boston, MA 02108, 1-617-727-2200, <http://www.mass.gov/contact-the-attorney-generals-office>.

For New York residents, the New York Attorney General may be contacted at the Capital, Albany, NY 12224, www.ag.ny.gov, 800-771-7755.

For North Carolina residents, the North Carolina Attorney General can be contacted at Consumer Protection Division, Mail Service Center 9001, Raleigh, NC 27699, www.ncdoj.gov, 877-566-7226.

For Oregon residents, the Oregon Attorney General may be reached at 1162 Court Street NE, Salem, OR 97301,

<https://www.doj.state.or.us>, 503-378-4400.

For Rhode Island residents, the Rhode Island Attorney General can be contacted at 150 South Main Street, Providence, RI 02903, www.riag.ri.gov, 401-274-4400. You have the right to file or obtain a police report regarding this incident.

For South Carolina residents, the South Carolina Department of Consumer Affairs may be reached at 293 Greystone Blvd., Ste. 400, Columbia, SC 29210, www.consumer.sc.gov, 800-922-1594.

For New Mexico residents, you have the right to obtain a police report regarding this incident. If you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it. You have rights pursuant to the Fair Credit Reporting Act, such as the right to be told if information in your credit file has been used against you, the right to know what is in your credit file, the right to ask for your credit score, and the right to dispute incomplete or inaccurate information. Further, pursuant to the Fair Credit Reporting Act, the consumer reporting agencies must correct or delete inaccurate, incomplete, or unverifiable information; consumer reporting agencies may not report outdated negative information; access to your file is limited; you must give your consent for credit reports to be provided to employers; you may limit “prescreened” offers of credit and insurance you get based on information in your credit report; and you may seek damages from a violator. You may have additional rights under the Fair Credit Reporting Act not summarized here. Identity theft victims and active-duty military personnel have specific additional rights pursuant to the Fair Credit Reporting Act. You can review your rights pursuant to the Fair Credit Reporting Act by visiting <https://www.consumer.ftc.gov/sites/default/files/articles/pdf/pdf-0096-fair-credit-reporting-act.pdf>, or by writing to the Consumer Financial Protection Bureau, 1700 G Street N.W., Washington, DC 20552.