



Goodwill
of Greater
Grand Rapids

Secure Processing Center
P.O. Box 3826
Suwanee, GA 30024

Postal Endorsement Line

<<Full Name>>

<<Address 1>>

<<Address 2>>

<<Address 3>>

<<City>>, <<State>> <<Zip>>

<<Country>>

***Postal IMB Barcode

<<Date>>

NOTICE OF DATA BREACH

Dear <<Full Name>>:

Goodwill Industries of Greater Grand Rapids, Inc., is writing to inform you about a data-security event involving some of your personal information. We are providing this notice to give you information about what happened, what we are doing in response, and how you can enroll in our offer of free identity-theft-protection services.

What Happened?

In mid-March 2026, we learned of unauthorized activity in our network. We promptly worked with third-party cybersecurity experts to investigate. Our investigation later determined that an unauthorized third party had acquired files from our environment. We identified the files impacted by the event and then engaged a data-review firm to analyze those files' contents. We have been working since then to ensure we have accurate contact information for notifying impacted individuals.

What Information Was Involved?

We determined that the impacted files contained some of your personal information, which includes your: <<Data Elements>>.

What We Are Doing.

We worked with third-party experts to address this event, perform an investigation into the unauthorized activity, and further secure our systems to protect your information. We also notified law enforcement, which did not delay this notice.

What You Can Do.

We encourage you to remain vigilant for any signs of unauthorized financial activity and review the attached **Additional Steps You Can Take** guidance. Additionally, to help protect you from fraud or identity theft, we are offering you a complimentary <<CM Duration>>-month membership to Epiq - Privacy Solutions ID 1B Credit Monitoring - Plus. To enroll, complete the following steps by the enrollment deadline: <<Enrollment Deadline>>

- 1) Visit www.privacysolutionsid.com and click "Activate Account"
- 2) Enter the following activation code, <<Activation Code>> and complete the enrollment form
- 3) Complete the identity verification process
- 4) You will receive a separate email from noreply@privacysolutions.com confirming your account has been set up successfully and will include an Access Your Account link in the body of the email that will direct you to the log-in page
- 5) Log in and proceed to your dashboard.

If you need assistance with the enrollment process or have questions regarding Epiq – Privacy Solutions ID 1B Credit Monitoring - Plus, please call directly at **866.675.2006**, Monday-Friday 9:00 a.m. to 5:30 p.m., ET.

For More Information.

Should you have any questions, you can contact us at 888-619-1595, and one of our representatives will be happy to assist you. Thank you for your understanding and patience.

Sincerely,

Goodwill Industries of Greater Grand Rapids, Inc.

ADDITIONAL STEPS YOU CAN TAKE

Remain vigilant – We encourage you to remain vigilant for fraud or identity theft by reviewing your account statements and free credit reports. Contact your financial institution if you see errors or activity you don't recognize on your account statements. Get your free credit report by visiting www.annualcreditreport.com or calling (877) 322-8228. If you see errors on that report, contact the relevant consumer reporting agency:

- **Equifax.** PO Box 740241, Atlanta, GA 30374 | (800) 685-1111 | www.equifax.com
- **Experian.** PO Box 9701, Allen, TX 75013 | (888) 397-3742 | www.experian.com
- **TransUnion.** PO Box 2000, Chester, PA 19016 | (800) 916-8800 | www.transunion.com

You can find additional suggestions at www.IdentityTheft.gov. Consider also contacting the Federal Trade Commission for more details on protecting yourself from fraud or identity theft as well as fraud alerts and security freezes (both of which are discussed below). You can send a letter to the Federal Trade Commission at 600 Pennsylvania Ave. NW, Washington, DC 20580; call them at (877) 438-4338; or visit their website, www.ftc.gov.

Consider placing a fraud alert or security freeze on your credit file – Consumer reporting agencies have tools you can use to protect your credit, including fraud alerts and security freezes.

- A fraud alert is a cautionary flag you can place on your credit file to notify companies extending you credit that they should take special precautions to verify your identity. You can contact any of the three consumer reporting agencies to place fraud alerts with each agency. The alert lasts for one year, but you can renew it.
- A security freeze is a more dramatic step that will prevent others from accessing your credit report, which makes it harder for someone to open an account in your name. You must contact each consumer reporting agency separately to order a security freeze, and they may require you to provide them with your full name, Social Security number, date of birth, and current and prior addresses. There is no charge for requesting a security freeze.

Report suspicious activity – If you believe you are the victim of fraud or identity theft, consider notifying your attorney general or the Federal Trade Commission. You also have the right to file a police report and request a copy of that report.

Review the Fair Credit Reporting Act – You also have certain rights under the Fair Credit Reporting Act (FCRA), including the right to know what is in your file, to dispute incomplete or inaccurate information, and to have consumer reporting agencies correct or delete inaccurate, incomplete, or unverifiable information. For more information about the FCRA, and your rights pursuant to the FCRA, please visit: https://files.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf.

Consider additional helpful resources – Your state attorney general may have more information on fraud alerts, security freezes, and steps to protect yourself from fraud or identity theft.

- **Maryland Residents.** You can contact the Maryland Attorney General at 200 St. Paul Place, Baltimore, MD 21202. You can also call their office at (888) 743-0023 or visit their website, www.marylandattorneygeneral.com.
- **New York Residents.** You can contact the New York Attorney General at The Capitol, Albany, NY 12224. You can also call their office at (800) 771-7755 or visit their website, www.ag.ny.gov.
- **North Carolina Residents.** You can contact the North Carolina Attorney General at 9001 Mail Service Center, Raleigh, NC 27699. You can also call their office at (919) 716-6000 or (877) 566-7226 or visit their website, www.ncdoj.gov.
- **Washington, DC Residents.** You can contact the Washington, DC Attorney General at 400 6th St. NW, Washington, DC 20001. You can also call their office at (202) 727-3400 or visit their website, www.oag.dc.gov.
- **Rhode Island Residents.** You can contact the Rhode Island Attorney General at 150 South Main St., Providence, RI 02903. You can also call their office at (401) 274-4400 or visit their website, www.riag.ri.gov. This event impacted <<RI #>> Rhode Island residents.