EXHIBIT A

Terpening & Associates, Inc.
c/o Cyberscout
555 Monster Rd SW
Renton, WA 98057

Jane A Sample
126 Main St
Apt A
Test MA Adult, XX ABC12 DE37

November 25, 2026

Dear Jane Sample:

Terpening & Associates, Inc. doing business as The Heritage Group ("The Heritage Group") is writing to inform you of a recent incident that may impact the security of some of your personal information. Due to requirements imposed by Massachusetts law, we are unable to provide further detail about the nature of this incident. Nevertheless, we are providing you with access to resources so you can better protect against the possibility of misuse of your information, should you feel it is appropriate to do so. The confidentiality, privacy, and security of information in our care are among our highest priorities. As an added precaution, we are offering you access to twenty-four (24) months of complimentary credit monitoring and identity theft protection services through Cyberscout, a TransUnion Company. To enroll in these services please follow the steps below. We are unaware of any attempted or actual misuse of your information.

Enroll in Monitoring Services

To enroll in the complimentary services being offered, please visit **www.mytrueidentity.com** and follow the instructions provided. You will need the activation code below.

Your Activation Code: **ABC123DEF456**

New to MyTrueIdentity?

- Visit **www.mytrueidentity.com**.
- Enter the activation code provided above.
- Follow the prompts to create your account and complete your enrollment.

Already have a MyTrueIdentity account?

- Visit **www.mytrueidentity.com** and log in using your existing credentials.
- From the dashboard, select Manage Your Membership under the Membership Details section.
- Enter your activation code.
- Select Activate Now to apply the new membership benefits to your account.

In order for you to receive the monitoring services described above, you must enroll within 90 days from the date of this letter. The enrollment requires an internet connection and e-mail account and may not be available to minors under the age of 18. Please note that when signing up for monitoring services, you may be asked to verify personal information for your own protection to confirm your identity.

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.

Draft

Recycle Me!

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-report-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

Under Massachusetts law, you have the right to obtain any police report filed in regard to 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 may further educate yourself 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 your state Attorney General. The Federal Trade Commission may be reached at: 600 Pennsylvania Avenue NW, Washington, DC 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. You can obtain further information on how to file such a complaint by way of the contact information listed above. You 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, 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 and the relevant state Attorney General. This notice has not been delayed by law enforcement.

We understand you may have questions about the incident that are not addressed in this letter. If you have questions please call 1-800-405-6108 between the hours of 8 am and 8 pm, Monday to Friday excluding US holidays. You may also write to us at 2331 Troy Schenectady Rd, Niskayuna, NY 12309.

Sincerely,
The Heritage Group

Recycle Me!