



RE: Notice of Data Breach

Dear Customers, Vendors and Associates,

We are writing to let you know that in August 2024, London Properties experienced a data security breach that could have involved third party personal information retained on our servers. This notice provides you information about that breach, and steps we have taken to ensure it does not reoccur.

#### **WHAT HAPPENED?**

On August 29, 2024, London Properties identified unusual activity on our data server storing accounting information **provided to us by our current and former staff, vendors, real estate agents, and other brokers.**

Our tech department noticed the unauthorized intrusion taking place and promptly brought that server offline. We also notified law enforcement.

After disconnecting the unusual activity, London Properties employed a team of cyber security experts to launch an investigation. Those experts confirmed that an unauthorized third party had obtained access to our one accounting server while all other servers appear to have been unbreached.

#### **WHAT PERSONAL INFORMATION WAS INVOLVED?**

With the aid of our cybersecurity team, London Properties initiated a process to determine whether any personal information may have been impacted and to whom the information relates. We determined that your personal information may have been among the files accessed on August 29, 2024. While personal information on this server was somewhat limited, it is possible such information, if you had provided it to us, could have included your name, home address, date of birth, social security number, and/or banking information.

#### **WHAT WE ARE DOING TO PROTECT YOUR INFORMATION**

Prior to the incident, London Properties had already imposed a number of data security safeguards on our information storage systems. Upon discovering the incident, we promptly rotated credentials, implemented additional safeguards, and reinforced our security practices. We have also retained our cybersecurity contractor to continue searching for any other information that may have been accessed by unauthorized third parties without our permission. **None has been identified or confirmed to date.**

## WHAT YOU CAN DO TO PROTECT YOUR INFORMATION

As an additional safeguard, we recommend that you monitor your accounts. To help ensure your privacy, we are offering a complimentary 12-month subscription to Experian's IdentityWorks® fraud monitoring system. This product provides you with identity detection and resolution of identity theft. If you would like to activate this free service:

- Visit the Experian IdentityWorks® website to enroll: [www.experianidworks.com/credit](http://www.experianidworks.com/credit)
- Ensure that you enroll by: September 30, 2025

If you have questions about the Experian IdentityWorks® product, or need assistance with identity restoration, please contact Experian's customer care team at 1-833-931-4949 by September 30, 2025.

If you wish to activate this service, please see the attached Exhibit A for additional details regarding the credit monitoring services available to you through Experian.

In addition, you may want to contact the three credit bureaus to place a free fraud alert and/or security freeze on your credit files. The bureaus' contact information is:

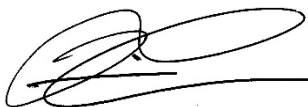
<b>Equifax</b> P.O. Box 105788 Atlanta, GA 30348-5788 (888) 378-4329 <a href="http://www.equifax.com">www.equifax.com</a>	<b>Experian</b> P.O. Box 2104 Allen, TX 75013 (888) 397-3742 <a href="http://www.experian.com">www.experian.com</a>	<b>TransUnion</b> P.O. Box 2000 Chester, PA 19022 (800) 680-7289 <a href="http://www.transunion.com">www.transunion.com</a>
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You are also entitled to request a free credit report every year from each of these agencies at [www.annualcreditreport.com](http://www.annualcreditreport.com).

## FOR MORE INFORMATION

Please know after 90 days from this notification, the Experian customer service number will no longer be available. You may direct all further inquiries to "London Properties, Attention: Customer Service, 6442 N. Maroa Ave., Fresno, CA 93704 or via email at [incidentsupport@londonproperties.com](mailto:incidentsupport@londonproperties.com).

Sincerely,



Patrick Conner  
Chief Executive Officer  
London Properties, Ltd.

## EXHIBIT A

### ADDITIONAL DETAILS REGARDING YOUR 12-MONTH EXPERIAN IDENTITYWORKS MEMBERSHIP:

A credit card is not required for enrollment in Experian IdentityWorks®.

You can immediately contact Experian regarding any fraud issues, and have access to the following features once you enroll in Experian IdentityWorks®:

- Experian credit report at signup: See what information is associated with your credit file. Daily credit reports are available for online members only.\*
- Credit Monitoring: Actively monitors Experian file for indicators of fraud.
- Identity Restoration: Identity Restoration agents are immediately available to help you address credit and non-credit related fraud.
- Experian IdentityWorks® ExtendCARE™: You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks® membership has expired.
- Up to \$1 Million Identity Theft Insurance:\*\* Provides coverage for certain costs and unauthorized electronic fund transfers.

If you believe there was fraudulent use of your information and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent at 1-833-931-4949. If, after discussing your situation with an agent, it is determined that Identity Restoration support is needed, then an Experian Identity Restoration agent is available to work with you to investigate and resolve each incident of fraud that occurred (including, as appropriate, helping you with contacting credit grantors to dispute charges and close accounts; assisting you in placing a freeze on your credit file with the three major credit bureaus; and assisting you with contacting government agencies to help restore your identity to its proper condition).

Please note that this Identity Restoration support is available to you for 12 months from the date of this letter and does not require any action on your part at this time. The Terms and Conditions for this offer are located at [www.ExperianIDWorks.com/restoration](http://www.ExperianIDWorks.com/restoration). You will also find self-help tips and information about identity protection at this site.

\* Offline members will be eligible to call for additional reports quarterly after enrolling.

\*\* The Identity Theft Insurance is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.