

Dear Hanni Customers,

We're writing to inform you that Hanni was the subject of a breach incident. This notice describes what we know, what action we have taken to protect your personal information, and resources available to you.

What Happened?

On or about March 27, 2024, an unknown individual gained access to our system using a subcontractor's login credentials. Hanni became aware of this incident on or about April 23, 2024. Hanni conducted an investigation to determine what information may have been exposed. Hanni has also notified law enforcement and taken measures to increase its security.

What Information Was Involved?

Based on our investigation, it appears that certain customer information may have been accessed by two bad actors, including customer names, addresses, and phone numbers. Please note, Hanni does not collect or store your credit card or banking information. To the best of our knowledge, this incident only affected a small subset of our customer base (1,522 people).

What We Are Doing

We're actively working with our vendors to better understand the situation and the scope of the breach, and putting plans in place to prevent future incidents. Because we value your privacy, we want to be transparent with you. We understand cybersecurity incidents can be alarming and stressful. To reiterate, Hanni does not collect or store any financial information, and we will never email you and ask you to disclose or verify your password, credit card, or banking information.

What You Can Do

It is important to remain vigilant and to review and monitor your accounts, account statements, and free credit reports for any suspicious activity, fraud, or identity theft. Additional steps you can take to safeguard your personal information are included in the attached disclosure.

We're sorry for any inconvenience or concern this may cause. If you have any questions, please do not hesitate to reach out to help@heyhanni.com or call us at 1-833-HEYHANNI (833-439-4266).

Best,
Team Hanni

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 also place a security freeze on your credit reports, free of charge. A security freeze prohibits a credit reporting agency from releasing any information from a consumer's credit report without written authorization. However, please be aware that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit mortgages, employment, housing or other services. Under federal law, you cannot be charged to place, lift, or remove a security freeze.

You must place your request for a freeze with each of the three major consumer reporting agencies: Equifax (www.equifax.com); Experian (www.experian.com); and TransUnion (www.transunion.com). To place a security freeze on your credit report, you may send a written request by regular, certified or overnight mail at the addresses below. You may also place a security freeze through each of the consumer reporting agencies' websites or over the phone, using the contact information below:

Equifax Security Freeze

P.O. Box 105788

Atlanta, GA 30348

1-800-349-9960

<https://www.equifax.com/personal/credit-report-services/>

Experian Security Freeze

P.O. Box 9554

Allen, TX 75013

1-888-397-3742

<https://www.experian.com/freeze/center.html>

TransUnion Security Freeze

P.O. Box 160

Woodlyn, PA 19094

1-888-909-8872

<https://www.transunion.com/credit-freeze>

In order to request a security freeze, you will need to provide some or all of the following information to the credit reporting agency, depending on whether you do so online, by phone, or by mail:

1. Your full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security Number;
3. Date of birth;
4. If you have moved in the past five (5) years, the addresses where you have lived over the prior five years;

5. Proof of current address, such as a current utility bill, telephone bill, rental agreement, or deed;
6. A legible photocopy of a government issued identification card (state driver's license or ID card, military identification, etc.);
7. Social Security Card, pay stub, or W2;
8. If you are a victim of identity theft, include a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft.

The credit reporting agencies have one (1) to three (3) business days after receiving your request to place a security freeze on your credit report, based upon the method of your request. The credit bureaus must also send written confirmation to you within five (5) business days and provide you with a unique personal identification number (PIN) or password (or both) that can be used by you to authorize the removal or lifting of the security freeze. It is important to maintain this PIN/password in a secure place, as you will need it to lift or remove the security freeze.

To lift the security freeze in order to allow a specific entity or individual access to your credit report, you must make a request to each of the credit reporting agencies by mail, through their website, or by phone (using the contact information above). You must provide proper identification (including name, address, and social security number) and the PIN number or password provided to you when you placed the security freeze, as well as the identities of those entities or individuals you would like to receive your credit report. You may also temporarily lift a security freeze for a specified period of time rather than for a specific entity or individual, using the same contact information above. The credit bureaus have between one (1) hour (for requests made online) and three (3) business days (for request made by mail) after receiving your request to lift the security freeze for those identified entities or for the specified period of time.

To remove the security freeze, you must make a request to each of the credit reporting agencies by mail, through their website, or by phone (using the contact information above). You must provide proper identification (name, address, and social security number) and the PIN number or password provided to you when you placed the security freeze. The credit bureaus have between one (1) hour (for requests made online) and three (3) business days (for requests made by mail) after receiving your request to remove the security freeze.

You may also contact the Federal Trade Commission to get more information about how to avoid identity theft:

Federal Trade Commission
600 Pennsylvania Avenue NW
Washington, DC 20580
(202) 326-2222
www.ftc.gov/

District of Columbia Residents: You may contact your attorney general to obtain additional information.

Office of the Attorney General
Office of Consumer Protection
400 6th Street NW
Washington, DC 20001
www.oag.dc.gov

Maryland Residents: You may contact your state attorney general to obtain additional information.

Office of the Attorney General
200 St. Paul Place
Baltimore, MD 21202
(410) 528-8662
www.marylandattorneygeneral.gov

North Carolina Residents: You may contact your state attorney general to obtain additional information.

North Carolina Department of Justice
9001 Mail Service Center
Raleigh, NC 27699-9001
(919) 716-6000
www.ncdoj.gov

Oregon Residents: You may contact your state attorney general to obtain additional information.

Office of the Attorney General
1162 Court Street NE
Salem, OR 97301-4096
(877) 877-9392
www.doj.state.or.us

Rhode Island Residents: You may contact your state attorney general to obtain additional information.

Office of the Attorney General
150 South Main Street
Providence, RI 02903
(401) 274-4400
www.riag.ri.gov