

Professional Compounding Centers of America, Inc.  
c/o Cyberscout  
1 Keystone Ave., Unit 700  
Cherry Hill, NJ 08003  
«uniqueid»



«firstname» «lastname»  
«address1» «address2»  
«city», «state» «postalcode4»-«zip4»

February 1, 2024

**Re: Notice of Data «custom\_field\_1»**

Dear «firstname» «lastname»,

We are writing to provide you with information about a recent data security incident that may have involved your personal information. At Professional Compounding Centers of America, Inc. (“PCCA”), we take the privacy and security of all information in our possession very seriously. That is why we are writing to notify you of the incident and to provide you with information about steps you can take to help protect your personal information.

**What Happened?** On December 2, 2023, PCCA discovered unusual activity within our digital environment. Upon discovery, we took immediate steps to secure the environment. In addition, we retained an independent third-party computer forensic investigator to conduct an investigation to determine what happened. The forensic investigation revealed that an unauthorized actor gained access to our network, and that some personal information may have been acquired without authorization in connection with the incident. Based on the findings of the investigation, we undertook a comprehensive review of the affected systems to determine what personal information may have been impacted, the individuals to whom the information pertained, and the addresses for these individuals. This process was completed on January 18, 2024, following which we worked diligently to provide you this notice.

**What Information Was Involved?** The information affected may have involved your name and Social Security number.

**What We Are Doing.** As soon as we detected the incident, we took the measures discussed above. While we are unaware of any evidence that your personal information has been misused, we are also providing you with information on the following page about steps you can take to help protect your personal information. In addition, we are offering you free identity protection services described below.

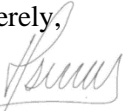
**What You Can Do.** You can follow the recommendations included with this letter to protect your personal information. We also strongly encourage you to enroll in the Single Bureau Credit Monitoring/Single Bureau Credit Report/Single Bureau Credit Score services we are offering to you at no cost to you. These services provide you with alerts for 12 months from the date of enrollment when charges occur to your credit file. We are also providing you with proactive fraud assistance to help you with any questions, and a \$1,000,000 insurance reimbursement policy. These services will be provided by Cyberscout through Identity Force, a TransUnion company specializing in fraud assistance and remediation services.

To enroll in Credit Monitoring services, please log on to <https://secure.identityforce.com/benefit/profcompounding> and follow the instructions provided. When prompted, please provide the following unique code to receive services: «uniquecode». Please note the enrollment deadline is May 1, 2024.

**For More Information.** If you have any questions regarding the incident, please call 1-800-405-6108 between 8:00 am Eastern Time to 8:00 pm Eastern Time from Monday through Friday, excluding holidays.

Please accept our sincere apologies. Know that we deeply regret any worry or inconvenience that this may have caused you.

Sincerely,

A handwritten signature in black ink, appearing to read 'Manfred Thibau', written in a cursive style.

Manfredo Thibau  
Chief Financial Officer

## Steps You Can Take to Protect Your Personal Information

**Review Your Account Statements and Notify Law Enforcement of Suspicious Activity:** As a precautionary measure, we recommend that you remain vigilant by reviewing your account statements and credit reports closely. If you detect any suspicious activity on an account, you should promptly notify the financial institution or company with which the account is maintained. You also should promptly report any fraudulent activity or any suspected incidence of identity theft to proper law enforcement authorities, your state attorney general, and/or the Federal Trade Commission (FTC).

**Copy of Credit Report:** You may obtain a free copy of your credit report from each of the three major credit reporting agencies once every 12 months by visiting <http://www.annualcreditreport.com/>, calling toll-free 1-877-322-8228, or by completing an Annual Credit Report Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348. You also can contact one of the following three national credit reporting agencies:

**Equifax**

P.O. Box 105851  
Atlanta, GA 30348  
1-800-525-6285  
[www.equifax.com](http://www.equifax.com)

**Experian**

P.O. Box 9532  
Allen, TX 75013  
1-888-397-3742  
[www.experian.com](http://www.experian.com)

**TransUnion**

P.O. Box 1000  
Chester, PA 19016  
1-800-916-8800  
[www.transunion.com](http://www.transunion.com)

**Fraud Alert:** You may want to consider placing a fraud alert on your credit report. An initial fraud alert is free and will stay on your credit file for at least one year. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any accounts in your name. To place a fraud alert on your credit report, contact any of the three credit reporting agencies identified above. Additional information is available at <http://www.annualcreditreport.com>.

**Security Freeze:** You have the right to put a security freeze on your credit file for up to one year at no cost. This will prevent new credit from being opened in your name without the use of a PIN number that is issued to you when you initiate the freeze. A security freeze is designed to prevent potential creditors from accessing your credit report without your consent. As a result, using a security freeze may interfere with or delay your ability to obtain credit. You must separately place a security freeze on your credit file with each credit reporting agency. In order to place a security freeze, you may be required to provide the consumer reporting agency with information that identifies you including your full name, Social Security number, date of birth, current and previous addresses, a copy of your state-issued identification card, and a recent utility bill, bank statement or insurance statement.

**Additional Free Resources:** You can obtain information from the consumer reporting agencies, the FTC, or from your respective state Attorney General about fraud alerts, security freezes, and steps you can take toward preventing identity theft. You may report suspected identity theft to local law enforcement, including to the FTC or to the Attorney General in your state.

**Federal Trade Commission**

600 Pennsylvania Ave, NW  
Washington, DC 20580  
consumer.ftc.gov, and  
[www.ftc.gov/idtheft](http://www.ftc.gov/idtheft)  
1-877-438-4338

**Maryland Attorney General**

200 St. Paul Place  
Baltimore, MD 21202  
oag.state.md.us  
1-888-743-0023

**New York Attorney General**

Bureau of Internet and Technology  
Resources  
28 Liberty Street  
New York, NY 10005  
1-212-416-8433

**North Carolina Attorney General**

9001 Mail Service Center  
Raleigh, NC 27699  
ncdoj.gov  
1-877-566-7226

**Rhode Island Attorney General**

150 South Main Street  
Providence, RI 02903  
<http://www.riag.ri.gov>  
1-401-274-4400

**Washington D.C. Attorney General**

441 4th Street, NW  
Washington, DC 20001  
oag.dc.gov  
1-202-727-3400

**You also have certain rights under the Fair Credit Reporting Act (FCRA):** These rights include to know what is in your file; to dispute incomplete or inaccurate information; to have consumer reporting agencies correct or delete inaccurate, incomplete, or unverifiable information; as well as other rights. For more information about the FCRA, and your rights pursuant to the FCRA, please visit <https://www.consumer.ftc.gov/articles/pdf-0096-fair-credit-reporting-act.pdf>.