



Cloud South Inc.
424 Hampton Road
West Palm Beach, FL 33405

January 23, 2024

Dear Cloud South Customer:

The privacy and security of the personal information we maintain is of the utmost importance to Cloud South Inc. (“Cloud South”). We are writing with important information regarding a recent security finding that may have impacted some of your information. We want to provide you with details about the incident and let you know that we continue to take significant measures to protect your information. While we initially notified you of this incident on December 24, 2023, we wanted to provide additional details and information about the event and steps you can take to protect your information.

What Happened?

On December 24, 2023 we became aware of a cyber intrusion from an unknown threat actor that compromised the billing and customer management systems of Cloud South. The intrusion was the result of malicious code.

What Information Was Involved?

The impacted data may have contained some of your personal information, such as your name, address, email address, bank card information, bank account password, subscribed services usernames, subscribed services password, and IP addresses.

What Are We Doing?

As soon as we learned of the potential issue, we commenced an internal investigation. We also notified law enforcement of the incident. Further, we also immediately began working to contain and suspend the intrusion and worked diligently to retrieve and restore access to the billing and customer management system.

We have implemented several steps to remedy the breach and to protect your information. We have installed additional malware and virus screening, removed and reinstalled impacted systems, implemented additional firewall and VPN protection, removed customer account passwords and are requiring new passwords be established to regain access, and have updated and modified our operating procedures.

What You Can Do.

Since this security incident may have affected your subscribed services username and password, you must immediately change your password to the subscribed services. You will not regain access to your subscribed service until you change your password. You should also take other appropriate steps to protect all online accounts that have the same username and password as the one utilized for the subscribed service.

The Federal Trade Commission (FTC) recommends that you place a free fraud alert on your credit file. A fraud alert tells creditors to contact you before they open any new accounts or change your existing accounts. Contact any one of the three major credit bureaus. As soon as one credit bureau confirms your fraud alert, the others are notified to place fraud alerts. The initial fraud alert stays on your credit report for one year. You can renew it after one year.

Equifax: P.O. Box 740256, Atlanta, GA 30374; equifax.com/personal/credit-report-services; or 1-800-685-1111

Experian: P.O. Box 4500, Allen TX 75013; experian.com/help or 1-888-397-3742

TransUnion: P.O. Box 2000, Chester PA 19016; transunion.com/credit-help or 1-888-909-8872

Ask each credit bureau to send you a free credit report after it places a fraud alert on your file. Review your credit reports for accounts and inquiries you do not recognize. These can be signs of identity theft. If your personal information has been misused, visit the FTC's site at IdentityTheft.gov to report the identity theft and get recovery steps. Even if you do not find any suspicious activity on your initial credit reports, the FTC recommends that you check your credit reports periodically so you can spot problems and address them quickly.

You can also contact the FTC via the information provided below:

Identity Theft Clearinghouse Federal Trade Commission, 600 Pennsylvania Avenue, NW Washington, DC 20580, <https://consumer.ftc.gov/features/identity-theft>, 1-877-IDTHEFT (438-4338), TTY: 1-866-653-4261.

You may also want to consider placing a free credit freeze. A credit freeze means potential creditors cannot get your credit report. That makes it less likely that an identity thief can open new accounts in your name. To place a freeze, contact each of the major credit bureaus at the links or phone numbers above. A freeze remains in place until you ask the credit bureau to temporarily lift it or remove it.

For More Information.

If you have any further questions regarding this issue, you may email us at notice@cloudsouth.com or call 877-336-7747 for assistance.

Sincerely,

Cloud South Inc.