[date]

Dear PowerSchool User or Parent / Guardian of User:

You are receiving this notice on behalf of [name] (the "named individual") from PowerSchool. As you may know, PowerSchool provides software and services to your current or former school or the current or former school of a person to whom you are a parent or guardian. We are writing to share with you some important information regarding a recent cybersecurity incident involving personal information belonging to the named individual.

What Happened?

On December 28, 2024, PowerSchool became aware of a cybersecurity incident involving unauthorized exfiltration of certain personal information from PowerSchool Student Information System (SIS) environments through one of our community-focused customer support portals, PowerSource.

What Information Was Involved?

Due to differences in customer requirements, the types of information involved in this incident included one or more of the following, which varied by person: name, contact information, date of birth, Social Insurance Number, limited medical alert information, and other related information. At this time, we do not have evidence that the named individual's Social Insurance Number was involved. At this time, we do not have evidence that limited medical alert information for the named individual was involved.

What Are We Doing?

PowerSchool is offering two years of complimentary identity protection services, provided by Experian, to students and educators whose information was involved. For involved students and educators who have reached the age of majority, in addition to Experian's identity protection services, PowerSchool is also offering two years of complimentary credit monitoring services provided by TransUnion.

Offer: Experian Identity Protection Services – Available to All Involved Students and Educators

Enrollment Instructions for Experian IdentityWorks
- Ensure that you **enroll by July 31, 2025** (Your code will not work after this date at 5:59 UTC)

- **Visit** the Experian IdentityWorks website to enroll: https://www.globalidworks.com/identity1

- Provide your **activation code**: MPRT987RFK

- For questions about the product or help with enrollment, please email globalidworks@experian.com

Details Regarding Your Experian IdentityWorks Membership

A credit card is not required for enrollment in Experian IdentityWorks. You can contact Experian immediately regarding any fraud issues, and have access to the following features once you enroll in Experian IdentityWorks:

- **Internet Surveillance:** Technology searches the web, chat rooms & bulletin boards 24/7 to identify trading or selling of your personal information on the Dark Web.

- **Fraud Remediation Tips:** Self-help tips are available on your member center.

Offer: TransUnion Credit Monitoring Services – Available to Involved Students and Educators Who have Reached the Age of Majority in their Applicable Province or Territory

Enrollment Instructions for TransUnion *my*TrueIdentity
- Please visit http://www.powerschool.com/security/canada-credit-monitoring/.

- There you will find a link to the validation website, https://CACreditMonitoringValidationPage-PowerSchool.com/, where you will be prompted to validate your information by entering your first name, last name and year of birth

- If your identity is validated, a pop up will appear that provides an activation code and provides you a link to TransUnion's *my***TrueIdentity** site to enroll

- Ensure that you enroll by May 30, 2025

Details Regarding your myTrueIdentity Membership

Upon completion of the online enrollment process, you will have access to the following TransUnion myTrueIdentity features:

- Unlimited online access to your TransUnion Canada credit report, updated daily. A credit report is a snapshot of your financial history and one of the primary tools leveraged for determining credit-related identity theft or fraud.

- Unlimited online access to your CreditVision® Risk credit score, updated daily. A credit score is a three-digit number calculated based on the information contained in your TransUnion Canada credit report at a particular point in time.

- Credit monitoring, which provides you with email notifications to key changes on your TransUnion Canada credit report. In today's virtual world, credit alerts are a powerful tool to help protect you against identity theft, enable quick action against potentially fraudulent activity and provide you with additional reassurance.

- Access to online educational resources concerning credit management, fraud victim assistance and identity theft prevention.

- Access to Identity Restoration agents who are available to assist you with questions about identity theft. In the unlikely event that you become a victim of fraud; a personal restoration specialist will help to resolve any identity theft. This service includes up to $1,000,000 of expense reimbursement insurance.

- Dark Web Monitoring, which monitors surface, social, deep, and dark websites for potentially exposed personal, identity and financial information and helps protect you against identity theft.

As soon as PowerSchool learned of the incident, we engaged cybersecurity response protocols and mobilized senior leadership and third-party cybersecurity experts to conduct a forensic investigation of the scope of the incident and to monitor for signs of information misuse. We are not aware at this time of any identity theft attributable to this incident.

What Can You Do?

You are encouraged to remain vigilant against incidents of identity theft and fraud by reviewing account statements for suspicious activity. PowerSchool will never contact you by phone or email to request your personal or account information.

Other Important Information.

If you have any questions or concerns about this notice, please call 833-918-7884, Monday through Friday, 8:00am through 8:00pm Central Time (excluding major US holidays). Please be prepared to provide engagement number B138905.

Sincerely,

The PowerSchool Team