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RE: NOTICE OF THIRD-PARTY DATA BREACH

Dear Customer:

We write to notify you of a potential data-breach incident, involving a third-party e-commerce platform that you used in order to facilitate ordering our products. SignatureIT Ltd., a third party who owns and operates the said e-commerce platform, recently notified us of unauthorized access and interruption of this platform. Our data and systems (including ERP) are not a part of this e-commerce platform and are completely separate. Therefore, please be reassured that, in line with the opinion of cyber experts who investigated the matter, these (our) systems remained fully secured and were unaffected by the event.

What Happened?

On November 16, 2023, Signature-IT noticed unusual activity on their network, including a suspicious email sent to a multitude of users of its e-commerce platforms.

According to a forensic preliminary report that was obtained by SignatureIT, the experts identified the Confluence collaboration platform as the probable penetration point into SignatureIT's system. Consequently, SignatureIT's e-commerce platforms were shut down. Accordingly, SignatureIT notified us on or about November 16, 2023 that its e-commerce platforms suffered a data breach.

Since all of the information was stored on SignatureIT servers, we do not have the precise scope or content of the data that was accessed. Therefore, out of an abundance of caution, we are notifying all users who were registered until November 16, 2023, as authorized to use the e-commerce platform.

What Information Was Involved?

Personal information entered when subscribing for, or using, SignatureIT's e-commerce platform may have been accessed by an unauthorized third party. Potential categories of information you may have entered into the SignatureIT e-commerce platform and which may have been accessed include: (i) First and Last name, (ii) Shipping Address, (iii) Billing Address, (iii) Phone and Facsimile numbers, (iv) Company Names, (vi) VAT Numbers, (vii) Titles, (viii) ERP Account numbers, (ix) Passwords to access the Signature IT Account, (x) Shipping Methods, (xi) Currier collect numbers and delivery types, (xii) Payment terms, (xiii) Tax-free status, (xiv) Currencies, (xv) Positions, or (xvi) Transaction details (quantities, products ordered).

What Are We Doing?

As a precautionary measure, notifications were sent to relevant regulators. These include the U.S. Federal Bureau of Investigation and to the Cybersecurity and Infrastructure Security Agency under the Cyber Incident Reporting for Critical Infrastructure Act, applicable U.S. state agencies, and the E.U. under the General Data Protection Regulation. Relevant information is still being gathered to ensure the security of our customers' information and we are working diligently to restore a secure e-commerce platform.

Although data stored in our information systems was not accessed, and even though we were not directly involved in this incident, we continue to monitor this incident and its effect on our customer community. To any extent needed, we will work with law enforcement agencies as may be needed in their investigation of the breach.

What Can You Do?

It is important to stay vigilant and protect yourself from the possibility of fraud and identity theft. We strongly recommend that you: 1) change your password for any account in which you used the same or similar password which you used for the SignatureIT e-commerce platform; 2) monitor your online accounts and review credit reports for suspicious activity, and report any suspected incident of identity theft to local law enforcement or your Attorney General's Office; 3) contact any of the three credit bureaus below in order to place a fraud alert on your accounts, should you have any concern that any of your personal information (including credit card and/or banking details) was/ were provided by you when using the e-commerce platform.

EXPERIAN	**EQUIFAX**	**TRANSUNION**
(toll-free) 888-397-3742 P.O. Box 4500 Allen, TX 75013 www.experian.com	(toll-free) 888-378-4392 P.O. Box 740241 Atlanta, GA 30374 www.equifax.com	(toll-free) 800-916-8800 P.O. Box 2000 Chester, PA 19022 www.transunion.com

You are entitled to a free credit report every year from each of these agencies at: www.annualcreditreport.com.

If you are employed with a U.S. Defense Contractor and/or support any U.S. Federal or State government contracts, we also recommend that you notify appropriate personnel within your company so they can assess whether this third-party cyber incident requires any reporting by your company in accordance with FAR 52.239-1, *Privacy or Security Safeguards*; DFARS 252.204-7012, *Safeguarding Covered Defense Information and Cyber Incident Reporting*; and/or other federal law, regulation, or policy.

For More Information

If you need further assistance related to the reported incident, please reach out to your contact person with us, or call +1-800-345-2815 at or write us at 14745 Kirby Drive, Houston TX 77047.

We are relieved that our systems were not impacted by this data incident and hope this third-party incident does not negatively impact you in any way.

Very truly yours,

Tool-Flo Manufacturing Inc.