

Castle Management, LLC
c/o Cyberscout
555 Monster Rd SW
Renton, WA 98057

[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]

Notice of Security Incident

Dear [REDACTED]

The privacy and security of the personal information we maintain is of the utmost importance to Castle Management, LLC ("Castle"). We are writing with important information regarding a recent data security incident that involved some of your information.

We recently learned that an unauthorized actor may have gained access to our network environment during the period of September 2025 to on or about February 2026. Upon learning of this issue, Castle immediately worked to contain the threat and secure our internal environment. We commenced a prompt and thorough investigation into the incident and worked very closely with external cybersecurity professionals experienced in handling these types of situations to help determine whether any personal or sensitive data had been compromised as a result of this incident. After an extensive forensic investigation, we discovered on August 11, 2026, that the impacted systems contained some of your personal information, which may have included your first and last name [REDACTED]
[REDACTED]

We have no reason to believe that your information has been or will be misused as a direct result of this incident. Nevertheless, we are offering a complimentary [REDACTED] membership of identity theft protection services through Cyberscout, a TransUnion company. Cyberscout identity protection services provide you with alerts for [REDACTED] from the date of enrollment when changes occur to your credit file. This notification is sent to you the same day that the change or update takes place with the bureau. Finally, we are providing you with proactive fraud assistance to help with any questions that you might have or in event that you become a victim of fraud. With this protection Cyberscout will help you resolve issues if your identity is compromised.

This letter also provides other precautionary measures you can take to protect your personal information, including placing a fraud alert and/or security freeze on your credit files, and/or obtaining a free credit report. Additionally, we recommend that you always remain vigilant in reviewing your financial account statements and credit reports for fraudulent or irregular activity on a regular basis.

We are committed to maintaining the privacy and security of the personal information in our possession and have taken many precautions to safeguard it. We continually evaluate and modify our practices and internal controls to enhance the security and privacy of your personal information and will continue to do so following this incident.

If you have questions regarding this letter, please call our dedicated and confidential toll-free response line that we have set up to respond to questions at [REDACTED]. This response line is staffed with professionals familiar with this incident and knowledgeable on what you can do to protect against misuse of your information. The response line is available Monday through Friday, 8:00 am to 8:00 pm, excluding holidays. We sincerely apologize for this incident and for any inconvenience this may have caused you.

Sincerely,

Castle Management, LLC
12270 Southwest 3rd Street
Plantation, FL 33325

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