

## Notice of Data Event

Challenge Financial Services is providing notice an event that may involve information related to certain individuals. While Challenge is unaware of any identity theft or fraud in relation to this event, Challenge is taking steps to provide appropriate notifications. This notice includes information about what happened, the steps taken since learning of the event, and the resources related to individuals to better protect against potential misuse of their personal information, should they feel it appropriate to do so.

**What Happened?** On August 31, 2026, we discovered that we were the victim of a cyber incident that impacted a limited portion of our network. We immediately secured our networks and initiated an investigation. Our investigation has determined that an unauthorized third party had access to our environment from August 17, 2026, to August 18, 2026, and that certain files containing customer personal information as described below, may have been viewed or taken. Challenge has been working diligently to conduct a detailed analysis of the affected files to identify the personal information contained in the accessed files. We are providing you with this notice upon the recent conclusion of this time-intensive data analysis that your personal information may have been contained in the affected files.

**What Information Was Involved.** The affected files may have contained your name and the following: Social Security number, Address, and/or Date of Birth. Presently, we have no evidence or indication of actual or attempted misuse of your personal information.

**What We Are Doing.** Upon discovery of the incident, we safely restored our systems and operations and notified law enforcement. We are also notifying you in case you decide to take further steps to protect your information should you feel it appropriate to do so. In addition, we are providing you with access to 12 months of credit monitoring and identity restoration services through IdentityIQ at no charge to you. You must enroll by December 15th, 2026.

**What You Can Do.** Please review the enclosed "Steps You Can Take to Help Protect Your Information" which describes the services we are offering, how to activate them, and provides further details on how to protect yourself. We encourage you to remain vigilant against the potential for identity theft and fraud and to monitor your credit reports for any suspicious activity.

**For More Information.** We sincerely regret any issue this incident may have caused you. If you have additional questions, you may call our dedicated assistance line at 866-344-7630 (toll-free), Monday-Friday, from 8:30 a.m. to 5:30 p.m. Pacific Time, or write to us at Challenge Financial Services, Attn: Data Incident, 1004 W Taft Ave, Suite 100, Orange, CA 92865

Sincerely,  
Challenge Financial Services