

By providing this notice, OneDigital does not waive any rights or defenses regarding the applicability of Maine law, the applicability of the Maine data event notification statute, or personal jurisdiction.

### **Nature of the Data Event**

On August 22, 2025, OneDigital was notified by Salesforce, their customer relationship management platform provider, of a possible data security event impacting Salesforce and Drift, an online chat agent tool managed by Salesloft, their former customer relationship management platform provider. Please note this incident did not involve any compromise of OneDigital's own internal network or systems.

OneDigital immediately launched a forensic investigation with the assistance of industry-leading cybersecurity specialists to determine the nature and scope of the incident. The investigation found that between August 12 - August 18, 2025, certain data of OneDigital's stored in Salesforce was potentially accessed and copied by an unauthorized actor due to a compromise of the Drift application. OneDigital next undertook a thorough and time-intensive review of the potentially impacted data to determine what, if any, sensitive customer information was involved and is providing notice to impacted individuals.

The information involved varies by individual and includes name and Social Security number.

### **Notice to Maine Residents**

On or about April 8, 2026, OneDigital began mailing written notice of this incident to approximately seventy-three (73) Maine residents. Written notice is being provided in substantially the same form as the letter attached here as *Exhibit A*.

### **Other Steps Taken and To Be Taken**

Upon becoming aware of the event, OneDigital moved quickly to investigate and respond to the incident, assess the security of OneDigital systems, and identify potentially affected individuals. OneDigital is also working to implement additional safeguards and training to its employees. OneDigital is providing access to credit monitoring services for twelve (12) months, through Experian, to individuals whose personal information was potentially affected by this incident, at no cost to these individuals.

Additionally, OneDigital is providing impacted individuals with guidance on how to better protect against identity theft and fraud, including advising individuals to report any suspected incidents of identity theft or fraud to their credit card company and/or bank. OneDigital is providing individuals with information on how to place a fraud alert and security freeze on one's credit file, information on protecting against tax fraud, the contact details for the national consumer reporting agencies, information on how to obtain a free credit report, a reminder to remain vigilant for incidents of fraud and identity theft by reviewing account statements and monitoring free credit reports, and encouragement to contact the Federal Trade Commission, their state Attorney General, and law enforcement to report attempted or actual identity theft and fraud.

OneDigital is providing written notice of this incident to other applicable state regulators and the three major credit reporting agencies, Equifax, Experian and TransUnion.