



PO BOX #26193
9051 Mira Mesa Blvd
San Diego, CA 92196

Substitute Notice for Plaza Security Incident

What happened?

Plaza Home Mortgage, Inc. ("Plaza" or "we") experienced a security incident involving unauthorized access to one employee's computer on or around February 17, 2026. Threat actors illegally accessed our information systems without permission. Our security controls immediately informed us about the access, and we took action immediately to shut down the attack. Based on our investigation about this issue, an unauthorized party may have obtained some of your personal information.

What information was involved?

The personal information that may have been accessed may have included your name, address, social security number, birth date, driver's license or other government identification and information related to mortgage loan applications and servicing.

For employees of Plaza, the personal information that may have been accessed includes an employee's first name, last name, social security number, date of birth, and username and password for employee accounts.

The personal information that was accessed was not the same for each person and does not always include all the above data elements.

What are we doing?

Upon discovering that threat actors accessed customer and employee personal information, we launched an investigation. We took immediate actions to remove the threat actor from our systems and other security measures to further secure our information systems and your personal information.

We have implemented additional organizational, technical and administrative security measures to prevent the reoccurrence of this security incident and to protect the personal information of our employees and customers.

How do I know whether my information was affected?

If you received a letter, then your information may have been affected. We are notifying every person that they could have had information accessed and disclosed to ensure that their personal information is not misused. Not all data which was accessed and disclosed was the same for each person.

I have not received a letter yet. Was I impacted?

We provided notice via U.S. Mail to all those potentially impacted to the extent we had a last known home address. If you did not receive a notice letter and you think you may be impacted, please contact us as indicated below and we will confirm whether your information may have been compromised as a result of this incident. If we determine that your information was compromised we have retained CyEx, a specialist in identity theft prevention, to provide impacted customers and employees with credit monitoring services and identity theft services, free of charge. We will then provide you with information to enroll in this program..

If you did not receive direct communication from Plaza, we do not believe you have been impacted by this incident. If you received a letter in the mail, the letter informs you which information was potentially accessed.

Who to call or contact with questions?

If you have further questions or concerns, please contact the undersigned at this special telephone number 844-953-3450, Monday – Friday 8 a.m. to 11 p.m. and Saturday 9 a.m. to 6 p.m Eastern Time., except holidays.