USA Waste-Management Resources, LLC
c/o Cyberscout
P.O. Box 3826
Suwanee, GA 30024

[redacted]

November 6, 2026

Notice of Data Breach

Dear [redacted]

USA Waste-Management Resources, LLC ("WM") is writing to notify you of an event that may have impacted some of your sensitive personal information. This notice provides details about the incident, some of the remediation measures we have implemented, and additional measures you can take to further protect your sensitive personal information, if you feel it is necessary to do so.

What Happened? On September 2, 2026, we became aware of a potential issue involving a limited portion of our information systems. We immediately took steps to secure our systems and, with the assistance of counsel and a third-party forensics team, investigate the extent of this activity. We then determined that an unauthorized party used sophisticated social engineering tactics to access data from our systems between June 17, 2026, and September 3, 2026.

What Information Was Involved? As part of our investigation, we assessed what sensitive personal information may have been involved in connection with the event. On October 6, 2026, we determined that the sensitive personal information of certain individuals, including you, may have been affected. Such sensitive personal information includes your Social Security Number.

What We Are Doing. In response to this incident, we have taken action to resolve this matter and enhance the protection of the data entrusted to us. We take our responsibility to safeguard information seriously and have implemented additional technical security measures to further protect our systems. We are also providing you with access to Credit Monitoring and Identity Protection Services at no charge. These services provide you with alerts for twenty-four months 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. In addition, we are providing you with proactive fraud assistance to help with any questions that you might have or in the event that you become a victim of fraud. These services will be provided by Cyberscout, a TransUnion company specializing in fraud assistance and remediation services.

To enroll in the complimentary services being offered, please visit www.mytrueidentity.com and follow the instructions provided. You will need the activation code below.

Your Activation Code: [redacted]

New to MyTrueIdentity?

1. Visit www.mytrueidentity.com.
2. Enter the activation code provided above.
3. Follow the prompts to create your account and complete your enrollment.

Recycle Me!

Already have a MyTrueIdentity account?

1. Visit www.mytrueidentity.com and log in using your existing credentials.
2. From the dashboard, select Manage Your Membership under the Membership Details section.
3. Enter your activation code.
4. Select Activate Now to apply the new membership benefits to your account.

In order for you to receive the monitoring services described above, you must enroll within 90 days from the date of this letter. The enrollment requires an internet connection and e-mail account and may not be available to minors under the age of 18 years of age. Please note that when signing up for monitoring services, you may be asked to verify personal information for your own protection to confirm your identity.

What You Can Do. In addition to enrolling in the complimentary Credit Monitoring and Identity Protection Services being offered, we encourage you to review the enclosed "Additional Resources," which describes steps you can take to help protect your personal information. These steps include recommendations from the Federal Trade Commission regarding identity theft protection and details on how to place a fraud alert or a security freeze on your credit file. We also encourage you to remain vigilant against incidents of identity theft and fraud, to review your account statements, and to monitor your credit reports for suspicious activity.

For More Information. If you have any questions regarding this incident, please call 1-855-711-9713, Monday through Friday, from 8:00 a.m. to 8:00 p.m. Eastern time, excluding major U.S. holidays. Please provide the representative with your unique code listed above. We regret that this incident has occurred and apologize for any concern or inconvenience.

Sincerely,

Kimberly Gee Stith
Senior Vice President, Chief Human Resources Officer

Recycle Me!