



Secure Processing Center  
25 Route 111, P.O. Box 1048  
Smithtown, NY 11787

Postal Endorsement Line

<<Full Name>>

<<Address 1>>

<<Address 2>>

<<Address 3>>

<<City>>, <<State>> <<Zip>>

<<Country>>

\*\*\*Postal IMB Barcode

<<Date>>

## **NOTICE OF DATA BREACH**

Dear <<Full Name>>:

At Jani-King International, Inc. and its affiliated companies (collectively, “Jani-King”), we value and respect the privacy of your information. As a precautionary measure, we are notifying you of a recent security incident that may have involved some of your personal information. We received certain personal information about you in connection with, or related to, the ownership or purchase of a Jani-King franchise or employment with a Jani-King franchisee.

Although we have no evidence that your personal information was actually misused by the unauthorized third party, we are notifying you out of an abundance of caution because this incident, by its nature, could have allowed such third party to access, use, and/or disclose your information.

### **WHAT HAPPENED?**

We recently detected a security event affecting our internal systems and took immediate action to investigate, contain, and eradicate the incident with the assistance of outside forensic consultants. The investigation determined that an unauthorized third party accessed and copied files contained within certain segments of our network between November 26, 2024 and December 21, 2024. As part of this investigation, we initiated a detailed review of the impacted files to determine whether personal information belonging to individuals may have been accessible to the unauthorized party. Our review concluded on March 17, 2025, at which time we determined that some of your personal information was contained within the affected files.

### **WHAT INFORMATION WAS INVOLVED?**

The types of personal information that potentially could have been involved in the incident include your full name <<Breached Elements>>.

### **WHAT WE ARE DOING**

Upon discovering the incident, we moved quickly to initiate a response, which included working closely with forensic consultants to investigate, contain, and remediate the incident, as well as to confirm the security of our network environment. We also promptly notified federal law enforcement authorities of the incident, wiped and rebuilt affected systems, and have begun implementing additional security measures to further enhance the privacy and security of information stored on our systems.

To help relieve concerns and restore confidence following this incident, we have arranged for you to enroll in a complimentary credit monitoring service for <<CM Duration>> months, at no cost to you, through Equifax. A description of this service and instructions for enrollment can be found within the enclosed “Other Important Information” document.

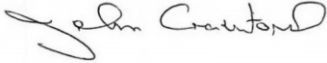
### **WHAT YOU CAN DO**

Please review the enclosed "Other Important Information" document for further steps you can take to protect your information, including recommendations by 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. It is also recommended that you remain vigilant for incidents of fraud and identity theft by reviewing your account statements and monitoring your credit reports for unauthorized activity. If you discover any suspicious or unusual activity on your accounts, you should promptly notify the financial institution or company with which your account is maintained.

### **FOR MORE INFORMATION**

For further information and assistance, please contact our dedicated incident response line at 855-659-0104 between 8:00 a.m.-8:00 p.m. Central Time, Monday through Friday.

Sincerely,

A handwritten signature in dark ink, appearing to read "John Crawford". The signature is fluid and cursive, with a large initial "J" and a distinct "C" at the end.

John Crawford  
Chief Operating Officer  
Jani-King International, Inc.