

«Date» (Format: Month Day, Year)

«first_name» «middle_name» «last_name» «suffix»
«address_1»
«address_2»
«city», «province» «postal_code»
Canada

Notice of Cybersecurity Incident

Dear «first_name»:

We are writing to let you know about a recent cybersecurity incident that may have affected personal information you shared with Huntsman Solutions Bâtiments (Canada) Inc. (“HBS”).

HBS takes the privacy and security of your personal information very seriously. Unfortunately, we recently learned that HBS was the victim of a security incident impacting certain files on HBS’ information systems. We are sending you this letter to provide information about the incident, steps HBS has taken to address it and steps you can take to protect your information. We are also providing you with twenty-four (24) months of credit monitoring and identity protection services through TransUnion myTrueIdentity at no cost to you.

What happened?

On February 11, 2025, we learned that an unauthorized third party had gained access to our information systems. HBS’ IT team immediately blocked any further access by the unauthorized third party, took steps to ensure our systems are secure and commenced a comprehensive investigation with the assistance of a leading cybersecurity firm. After a lengthy and thorough analysis of this incident, we were able to determine that your personal information, including your name and «variable data field listing affected categories of personal information, which vary by individuals and may include, for example, contact information, date of birth, financial account number, credit or debit card number, driver’s license number, social insurance number, digital signature, insurance policy information, and/or certain medical information», was potentially affected.

What are we doing?

While our investigation has not revealed that your information has been or will be misused, in order to protect you, we are offering you credit and identity protection services for a period of twenty-four (24) months with TransUnion. You will find more information about these services, and instructions on how to enroll, enclosed. In addition, we will report the incident to the appropriate authorities.

We are also taking a number of steps for your protection. Safeguarding your information is one of our highest priorities, and we will continue to invest in hardening our defences. We have already put in place additional security measures to help prevent a similar incident in the future.

What you can do?

In addition to signing up for the credit monitoring and identity protection services we are offering, we recommend that you remain vigilant about emails, text messages or phone calls asking you to provide sensitive information, such as banking information, or to click on links or attachments, even if they appear to come from HBS or someone you know or trust. This will help protect you against targeted phishing campaigns.

We also encourage you to take the following steps to protect yourself:

- **Periodically order a copy of your credit report from both of the major credit reporting agencies in Canada—TransUnion and Equifax—free of charge.** Once you receive your reports, review them for suspicious activity and notify the credit agencies if any information is incorrect. You will already have access to your TransUnion credit report and credit monitoring alerts for the next two years through myTrueIdentity. You can obtain your report from Equifax at <https://www.consumer.equifax.ca/personal/products/credit-score-report> or by calling 1-800-465-7166.
- **Consider whether adding a Potential Fraud Alert on your TransUnion credit file and/or an Identity Alert on your Equifax credit file is right for you.** These are flags that indicate to credit report users or lenders that the legitimate applicant has potentially been affected by a data breach and to take extra due diligence during authentication to confirm the applicant's identity. You can discuss these alerts and receive assistance with placing them through TransUnion's dedicated myTrueIdentity call center at 1-888-228-4939 and by calling Equifax at 1-800-465-7166.
- **Regularly monitor your bank and credit card accounts and review your account statements for suspicious activity.** If you detect any suspicious activity on an account, contact your issuing bank immediately. Likewise, monitor your other online accounts for unusual or suspicious activity that you do not recognize and contact the relevant company immediately if you spot any such activity.
- **Consult additional resources.** Consult the Government of Canada's Get Cyber Safe website (www.getcybersafe.gc.ca/) and the Canadian Anti-Fraud Centre (www.antifraudcentre-centreantifraude.ca/) to inform yourself further about cybersecurity and steps you can take to protect yourself online.

How to get in touch with us.

The security of your personal information is of paramount importance to us. If you have any questions, please email us at HBSdatabreach@huntsman.com, or call us toll-free at 1-855-761-0067 ext. 90004.

Sincerely,



Doug Brady
VP, Huntsman Building Solutions, Global
Huntsman Building Solutions (USA) LLC

Instructions for Enrolling in TransUnion myTrueIdentity

We have retained the assistance of Trans Union of Canada, Inc. ("**TransUnion Canada**"), one of Canada's leading consumer reporting agencies and arranged a twenty-four (24) months subscription to *myTrueIdentity*®, an online credit monitoring and identity restoration service, at no cost to you.

We encourage you to take advantage of this service by enrolling online. To activate your service, please visit:

<https://www.mytrueidentity.ca>

You will be prompted to enter the following activation code: **XXXX-XXXX-XXXX-XXXX**

Please ensure that you redeem your activation code within sixty (60) days of the date of this letter to take advantage of the service.

Upon completion of the online activation process, you will have access to the following features:

- ✓ Unlimited online access to your TransUnion Canada credit report, updated daily. A credit report is a snapshot of your financial history and one of the primary tools leveraged for determining credit-related identity theft or fraud.
- ✓ Unlimited online access to your CreditVision® Risk credit score, updated daily. A credit score is a three-digit number calculated based on the information contained in your TransUnion Canada credit report at a particular point in time.
- ✓ Credit monitoring, which provides you with email notifications to key changes on your TransUnion Canada credit report. In today's virtual world, credit alerts are a powerful tool to help protect you against identity theft, enable quick action against potentially fraudulent activity and provide you with additional reassurance.
- ✓ Access to online educational resources concerning credit management, fraud victim assistance and identity theft prevention.
- ✓ Access to Identity Restoration agents who are available to assist you with questions about identity theft. In the unlikely event that you become a victim of fraud; a personal restoration specialist will help to resolve any identity theft. This service includes up to \$1,000,000 of expense reimbursement insurance¹.
- ✓ Dark Web Monitoring, which monitors surface, social, deep and dark websites for potentially exposed personal, identity and financial information and helps protect you against identity theft.

Should you require technical support with *myTrueIdentity*®, please contact TransUnion Canada at 1-888-228-4939.

¹ Expense reimbursement insurance is only available upon successful enrollment in the online credit monitoring service.