

## **Appendix**

Topgolf Callaway Brands Corp. (“Topgolf Callaway”) recently identified unusual system activity on its computer network on August 1, 2023. Upon learning of the incident, Topgolf Callaway initiated an investigation with the assistance of external advisors and notified law enforcement. Results from Topgolf Callaway’s investigation into this matter indicated that information related to Topgolf Callaway user profiles was affected, which contained the personal information of 5,424 Delaware residents, including their name, mailing address, email address, phone number, order history, account password, and answers to security questions.

On August 29, 2023, Topgolf Callaway disabled the security questions and reset the user profile password for all involved Delaware residents. Topgolf Callaway also emailed notification letters to Delaware residents the same day. A copy of the notification letter is enclosed. Topgolf Callaway has established a dedicated, toll-free incident response line to answer questions that individuals may have.

To prevent something like this from happening again, Topgolf Callaway has taken a number of additional steps to further secure its data, including adding protective security layers around its data, improving security protocols that govern access to its systems, and continuing to work with outside experts to enhance the security of its systems.

**From:** Callaway Golf <callawaygolf@e.callawaygolf.com>  
**Sent:** Tuesday, August 29, 2023 11:36 PM  
**To:** [REDACTED]  
**Subject:** Important security notice about your account with Callaway, Odyssey, Ogio, or Callaway Golf Preowned.

[VIEW IN YOUR BROWSER](#)



## Notice of Data Breach

Dear [REDACTED]

We are writing today to inform you of a recent IT system incident that impacted certain Callaway, Odyssey, Ogio and Callaway Golf Preowned customers. Please see below for information on how we responded, and action required in relation to your account password with our Callaway, Odyssey, Ogio, and/or Callaway Golf Preowned sites.

### **What Happened:**

Recently, we identified unusual system activity on or around August 1, 2023. Thankfully, due to the quick work of our team, we detected this incident early and took steps to contain it. Our customers experienced a temporary outage before our e-commerce services resumed.

### **What Information was Involved:**

Upon learning of the incident, we initiated an investigation with the assistance of external advisors and notified law enforcement. Results from our investigation into this matter indicate that information related to your Callaway, Odyssey, Ogio, or Callaway Golf Preowned user profile was affected during this incident, which may include your name, mailing address, email address, phone number, order history, account password and answer to security question.

**Importantly, no full payment card numbers and government identification numbers, such as Social Security numbers, were affected as we do not store**

this information.

**What You Should Do:**

Out of an abundance of caution, we are disabling security questions and forcing a password reset for your account. To regain access, please visit <https://www.callawaygolf.com/reset-password/> and follow the instructions on that site. If you use the same password for other websites, we recommend that you reset your passwords for those accounts.

**What Steps We've Taken:**

We have taken numerous increased steps to secure your data, which include additional protective security layers around the data, improving security protocols that govern access to our systems, and continuing to work with external advisors to enhance the security of our systems.

**For More Information:**

We regret any inconvenience that this may cause you. For further information, or if you have questions, please do not hesitate to reach out to our support team at 844-673-1046.

Sincerely,  
Callaway/Odyssey/Ogio/Callaway Golf Preowned



Callaway Golf, 2180 Rutherford Rd. Carlsbad, CA 92008 USA

To ensure continued delivery please add [callawaygolf@e.callawaygolf.com](mailto:callawaygolf@e.callawaygolf.com) to your address book or safe list.

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