



October 12, 2023

Netcoins (USA) Inc.  
Netcoins.com | outreach@netcoins.com

## NOTICE OF DATA BREACH

### What Happened

On September 17, 2023, Netcoins was the subject of a cybersecurity incident. Our internal control systems detected suspicious activity within our network, but our team shut it down within the hour. **No user funds or crypto assets were compromised.** We also detected an unauthorized attempt to access user personal information. We are presently working with cybersecurity experts to determine whether and to what extent this may have occurred. Upon discovery of this event, Netcoins took immediate steps to report the incident to law enforcement. We also made immediate enhancements to our systems, security, and practices. For example, our team performed a hard reset on all account passwords that required all users to set-up new credentials to access the platform. We sent notice of this to our users via email and issued a press release with further detail. We have also updated all of our internal passwords, password management system, tokens and keys for our network to prevent any further unauthorized access. With the assistance of an independent cybersecurity team, we are conducting a forensic investigation to determine the cause and the scope of the incident. This investigation is ongoing, and we continue to cooperate with law enforcement in this regard.

### What Information Was Involved

Customer personal information that was subject to the attempt at unauthorized access includes name, birthdate, address, phone number, email address, government-issued ID, and social security number. However, we have no evidence at this time that any of your personal information was actually compromised or misused in any manner. Nonetheless, we are taking precautionary measures to ensure the security of your data and to help alleviate any concerns you may have.

### What We Are Doing

To assist our users who may have been impacted by this unfortunate situation, we are providing you with access to dedicated assistance to answer any questions you may have. Representatives are available between the hours of 8:00 am to 8:00 pm Eastern time, Monday through Friday, for 90 days from the date of this letter. To extend these services, you must enroll in the free Credit Monitoring\* services. To do so, please contact outreach@gonetcoins.com and mention that you have been impacted.

We are also providing you with free access to **Single Bureau Credit Monitoring | Single Bureau Credit Report | Single Bureau Credit Score | Cyber Monitoring\*** services. This will provide you with alerts for 12 months from the date of enrollment when changes occur to your credit file. This notice will be sent to you the same day that a change or update takes place with the bureau. Cyber monitoring will watch for your personal data on the dark web and alert you if it is found online. Finally, we are providing you with proactive fraud assistance to help with any questions that you might have or in event that you become a victim of fraud. This service will be provided by Cyberscout through Identity Force, a company specializing in fraud assistance and remediation services.

### What You Can Do

\* Services marked with an “\*” require an internet connection and e-mail account and may not be available to minors under the age of 18 years of age. When signing-up for monitoring services, you may be asked to verify your personal information and to confirm your identity for your own protection.

It's important to remain vigilant for incidents of fraud and identity theft that may impact your financial security by regularly reviewing your account statements and by monitoring the free credit reports provided through our offer. If you choose not to use our services, we strongly urge you to place a fraud alert or security freeze on your account with each of the major credit reporting agencies. By placing a freeze, someone who fraudulently acquires your personal information will not be able to use it to open new accounts or borrow money in your name. If you are a victim of identity theft and have filed a report with your local law enforcement agency or submitted an ID Complaint Form with the FTC, it may be free to do this. To do so, please make direct contact with the agencies below. You may be asked to verify your personal information and to confirm your identity for your own protection.

**Experian (1-888-397-3742)**

**PO Box 4500**

**Allen, TX 75013**

[www.experian.com](http://www.experian.com)

**Equifax (1-800-525-6285)**

**PO Box 740241**

**Atlanta, GA 30374**

[www.equifax.com](http://www.equifax.com)

**TransUnion (1-800-680-7289)**

**PO Box 2000**

**Chester, PA 19016**

[www.transunion.com](http://www.transunion.com)

**Also, should you wish to obtain a credit report and monitor it on your own:**

- **IMMEDIATELY** obtain free copies of your credit report and monitor them for unauthorized activity on the website [www.annualcreditreport.com](http://www.annualcreditreport.com) or by calling them toll-free at 1-877-322-8228. (Hearing impaired consumers can access TDD services at 1-877-730-4204.
- **Upon receipt of your credit report**, review it for suspicious activity.
- Be sure to promptly notify Netcoins of any suspicious activity.

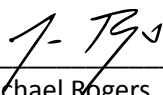
You can also obtain more information from the Federal Trade Commission (FTC) about identity theft and ways to protect yourself. The FTC has an identity theft hotline: 877-438-4338; TTY: 1-866-653-4261. They also provide information on-line at [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft).

#### **Other Important Information**

Our cybersecurity incident representatives should be able to provide you with thorough assistance and answer most of your questions. Nonetheless, if you still want to speak with Netcoins regarding this incident, please email us at [outreach@netcoins.com](mailto:outreach@netcoins.com). For more information, including updates from our investigation, please consult our website at [netcoins.com](http://netcoins.com). For residents of Massachusetts, you may receive a copy of the police report filed about this event upon written request made to the Netcoins email shared above.

At Netcoins we take our responsibilities to protect your personal data very seriously. We are deeply troubled by this situation and apologize for any inconvenience.

Sincerely,

  
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Michael Rogers, MBA, CCI  
Global Head Of Compliance