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

[redacted]

November 6, 2026

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.

Already have a MyTrueIdentity account?

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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

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Additional Resources

1. Review your credit reports. We recommend that you remain vigilant by reviewing account statements and monitoring credit reports for each of the three major credit bureaus. Under federal law, you also are entitled every 12 months to one free copy of your credit report from each of the three major credit reporting companies. To obtain a free annual credit report, go to www.annualcreditreport.com or call 1-877-322-8228. You may also order your annual free credit report by mailing a completed Annual Credit Report Request Form (available from the U.S. Federal Trade Commission's website at www.consumer.ftc.gov) to: Annual Credit Report Request Service, P.O. Box 105283, Atlanta, GA 30348. You may wish to stagger your requests so that you receive a free report by one of the three credit bureaus every four months.

You should also know that you have the right to file a police report if you ever experience identity fraud. Please note that in order to file a crime report or incident report with law enforcement for identity theft, you will likely need to provide some kind of proof that you have been a victim. A police report is often required to dispute fraudulent items. You can report suspected incidents of identity theft to local law enforcement or to the Attorney General.

2. Place Fraud Alerts with the three credit bureaus. If you choose to place a fraud alert, we recommend you do this after activating your credit monitoring. You can place a fraud alert at one of the three major credit bureaus by phone and also via Experian's or Equifax's website. A fraud alert tells creditors to follow certain procedures, including contacting you, before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit. The contact information for all three bureaus is as follows:

	Access your Credit Report	Implement a Security / Credit Freeze	Implement a Fraud Alert
Equifax	P.O. Box 740241 Atlanta, GA, 30374-0241 1-866-349-5191 www.equifax.com	P.O. Box 105788 Atlanta, GA 30348-5788 1-888-298-0045 www.equifax.com/personal/credit--repor-t-services	P.O. Box 105069 Atlanta, GA 30348-5069 1-800-525-6285 www.equifax.com/personal/credit-report-services/credit-fraud-alerts
Experian	P.O. Box 2002 Allen, TX, 75013-9701 1-866-200-6020 www.experian.com	P.O. Box 9554 Allen, TX 75013-9554 1-888-397-3742 www.experian.com/freeze/center.html	P.O. Box 9554 Allen, TX 75013-9554 1-888-397-3742 www.experian.com/fraud/center.html
TransUnion	P.O. Box 1000 Chester, PA, 19016-1000 1-800-888-4213 www.transunion.com	P.O. Box 160 Woodlyn, PA 19094 1-800-916-8800 www.transunion.com/credit-freeze	P.O. Box 2000 Chester, PA, 19016-2000 1-800-680-7289 www.transunion.com/fraud-alerts

It is necessary to contact only one of these bureaus and use only one of these methods. As soon as one of the three bureaus confirms your fraud alert, the others are notified to place alerts on their records as well. You will receive confirmation letters in the mail and will then be able to order all three credit reports, free of charge, for your review. An initial fraud alert will last for one year. If you are a victim of identity theft, you have the right to an extended fraud alert which is good for 7 years.

Please Note: No one is allowed to place a fraud alert on your credit report except you.

3. Security Freeze. By placing a security freeze, someone who fraudulently acquires your personal identifying information will not be able to use that information to open new accounts or borrow money in your name. You will need to contact the three national credit reporting bureaus listed above to place the freeze. Keep in mind that when you place the freeze, you will not be able to borrow money, obtain instant credit, or get a new credit card until you temporarily lift or permanently remove the freeze. There is no cost to freeze or unfreeze your credit files.

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A credit freeze does not apply to any person or entity, or its affiliates, or collection agencies acting on behalf of any person or entity that you have an existing account or loan with and requests information in your credit report for the purpose of reviewing or collecting outstanding balances on a credit card or other credit account, loan, or other bills. This information includes activities related to account maintenance, monitoring credit line increases, loan and account upgrades, and loan approvals.

4. You can obtain additional information about the steps you can take to avoid identity theft from the following agencies. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them.

You may contact the Federal Trade Commission, 600 Pennsylvania Avenue, NW Washington, DC 20580, www.consumer.gov/idtheft or www.ftc.gov/credit, 1-877-IDTHEFT (438-4338), TTY: 1-866-653-4261.

California Residents: This notification was not delayed by law enforcement. Visit the California Attorney General's Office (www.oag.ca.gov/privacy) for additional information on protection against identity theft.

District of Columbia Residents: The District of Columbia Attorney General may be contacted at: 441 4th St. NW #1100, Washington, D.C. 20001; 202-727-3400; and oag@dc.gov.

Maryland Residents: The Maryland Attorney General may be contacted at: 200 St. Paul Place, 16th Floor, Baltimore, MD 21202; 1-410-528-8662 or 1-888-743-0023; and www.oag.state.md.us.

North Carolina Residents: The North Carolina Attorney General may be contacted at: 9001 Mail Service Center, Raleigh, NC 27699-9001; 1-877-566-7226 or 1-919-716-6000; and www.ncdoj.gov.

New York Residents: The New York Attorney General may be contacted at: Office of the Attorney General, The Capitol, Albany, NY 12224-0341; 1-800-771-7755; or https://ag.ny.gov/.

Rhode Island Residents: The Rhode Island Attorney General may be reached at: 150 South Main Street, Providence, RI 02903; www.riag.ri.gov; and 1-401-274-4400. Under Rhode Island law, you have the right to obtain any police report filed in regard to this incident. The total number of Rhode Island residents identified as impacted in this incident is [redacted].

Wyoming residents: This notification was not delayed by law enforcement.

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