

Dear PowerSchool SIS Customer,

Thank you for your continued patience as we address the recent cybersecurity incident. Over the last few weeks, we have been focused on assessing the scope of data involved, making further enhancements to our cybersecurity defenses, and developing a plan to help you and our shared community.

As a PowerSchool SIS customer whose information was involved, I am writing to provide you with updates on several important next steps:

Identity Protection and Credit Monitoring Services: PowerSchool has engaged Experian, a trusted credit reporting agency, to **offer complimentary identity protection and credit monitoring services** to all students and educators whose information from your PowerSchool SIS was involved. This offer is being provided regardless of whether an individual's Social Security number was exfiltrated.

- *Identity Protection:* PowerSchool will be offering **two years of complimentary identity protection services for all students and educators** whose information was involved.
- *Credit Monitoring:* PowerSchool **will also be offering two years of complimentary credit monitoring services for all adult students and educators** whose information was involved.

Notifications: Starting in the next few weeks, **PowerSchool will be handling notifications to involved individuals and relevant state attorney general offices on your behalf.**

- *Community:* PowerSchool will coordinate with Experian to provide notice on your behalf to students (or their parents/guardians if the student is under 18) and educators, as applicable, whose information was involved, as well as a call center, to answer questions from the community. The notice will include the identity protection and credit monitoring services offered (as applicable).
- *Regulatory:* PowerSchool will provide notification on your behalf to relevant state attorney general offices. You may also have notification requirements with your state's Department of Education where required.

I sincerely value the trust you have placed in PowerSchool. We are committed to learning from this incident, becoming stronger and more resilient as a company for having experienced it – and most importantly – we are committed to serving you and our shared community.

PowerSchool has now posted an informational FAQ page about the incident to their website: <https://www.powerschool.com/security/sis-incident/>. At the end of this week we will have a report from Crowd Strike on the details of the breach.

We appreciate all that you are doing to support families and educators through this process.

Sincerely,

Hardeep Gulati

Chief Executive Officer, PowerSchool