



**Dear Valued Customers,**

We sincerely appreciate your continued support as we respond to our recent cybersecurity incident. Since our last update, we have initiated the process of notifying involved individuals about the resources now available to them. As part of this process, we have [posted a notice](#) to our website. Credit monitoring and identity protection services are now activated and available.

In the coming weeks, Experian (on behalf of PowerSchool) will also be distributing direct email notifications to involved individuals for whom we have sufficient contact information. This email notice will include further information about the information of theirs involved and the resources PowerSchool is offering. Additionally, we have coordinated with Experian to set up a call center for your families and educators in case they have questions about these offerings.

PowerSchool is offering **two years of complimentary identity protection** services for all current and former students and educators whose information was determined to be involved. We are also offering **two years of complimentary credit monitoring services** for all adult students and educators whose information was determined to be involved. We are doing this regardless of whether an individual's Social Security Number was exfiltrated.

We care deeply about keeping the students, families, and educators we support informed of this process. Please refer inquiring community members to the PowerSchool website for the latest information on the cybersecurity incident. To further support our districts and schools, PowerSchool has prepared template communications for your adapted use in conversation with families and educators as you see fit. The emails included below this message provide an update to both groups regarding the notification process and services PowerSchool is offering to involved individuals.

Thank you for your partnership in supporting this process and the trust you have placed in our response. We acknowledge the significance of this incident and are committed to emerging from it stronger and better equipped to serve you and the communities we share.

Sincerely,  
Hardeep Gulati  
Chief Executive Officer, PowerSchool