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November 10, 2026

Amelia M. Gerlicher
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VIA EMAIL

Consumer Protection Division
Security Breach Notifications
Office of the Attorney General of Iowa
1305 E. Walnut Street
Des Moines, IA 50319
databreach@ag.iowa.gov

Re: Notification of Security Incident

To whom it may concern:

I am writing on behalf of Uber Technologies, Inc., to inform you of a recent security incident involving approximately 2,999 residents of your state. On October 9, 2026, a service provider notified Uber that an unauthorized third party had compromised the service provider's internal credentials and used them to access Uber's account with the service provider. Uber immediately severed data connections with the service provider and launched an investigation.

On October 13, Uber's investigation determined that the unauthorized party had used the compromised credentials on October 7 to access Uber data containing personal information connected to the service provider.

Uber's investigation determined that the personal information involved in the incident included images of driver's licenses and extracted text data, including name, address, date of birth, and driver's license number.

The impacted data was in a cloud storage environment created by Uber specifically to enable the service provider's work. The environment was subject to Uber's cloud security management processes and overseen by Uber's Cloud Security team. The environment had alerting enabled, but because the unauthorized third party used valid credentials and data flows enabled by the compromise on the service provider's system, no alerts were triggered. The service provider's compromised credentials did not provide access to other Uber systems. The investigation remains ongoing.

Following the incident, Uber deleted or rotated credentials and access information associated with this service provider. The service provider also reported to Uber that it had revoked compromised credentials.

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Please find enclosed a copy of the notification that will be sent to affected individuals beginning on November 10, 2026.

Sincerely,



Amelia M. Gerlicher

AMG:ems

Enclosure

Uber Technologies, Inc.
c/o Cyberscout
P.O. Box 3826
Suwanee, GA 30024

<<First>> <<Middle>> <<Last>>
<<Address>>
<<City>>, <<ST>> <<Zip>>

November 10, 2026

NOTICE OF SECURITY INCIDENT

Dear <<First>> <<Last>>,

On behalf of Uber Technologies, Inc., we are writing to inform you of an incident that involved personal information about you.

What Happened

On October 9, 2026, a service provider notified Uber that an unauthorized third party had compromised the service provider's internal credentials and used them to access Uber's account with the service provider. After being notified of this incident, Uber immediately severed data connections with the service provider and launched an investigation. On October 13, 2026, our investigation determined that the unauthorized party had used the compromised credentials to access Uber data connected to the service provider. We are notifying you about this incident because our investigation concluded that your personal information was among the information accessed.

What Information Was Involved

Our investigation determined that the personal information involved in the incident included <<data elements>>.

What We Are Doing

We promptly launched an investigation and severed our data connections with the service provider to prevent further unauthorized access to Uber data.

We are providing you with access to credit monitoring and fraud assistance at no charge. These services provide you with alerts for <<time>> months from the date of enrollment when changes occur to your credit file. 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: <<Code>>

New to MyTrueIdentity?

1. Visit www.mytrueidentity.com.
2. Enter the activation code provided above.

Recycle Me!

3. Follow the prompts to create your account and complete your enrollment.

Already have a MyTrueIdentity account?

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

Although we have not identified any misuse of your data to date, we recommend that you take the following precautions:

- You should regularly review your account statements and monitor free credit reports. Please promptly report suspicious or unusual activity on your accounts.
- Under federal law, you are entitled to obtain one free copy of your credit report every twelve months from each of the nationwide consumer reporting agencies. You can obtain a free copy of your credit report from each agency by calling 1-877-322-8228 or visiting annualcreditreport.com. We recommend that you periodically obtain credit reports from each nationwide credit reporting agency. If you discover information on your credit report arising from a fraudulent transaction, you may request that the credit reporting agency delete that information from your credit report file.
- You may also consider contacting the credit reporting agencies directly if you wish to put in place a fraud alert or a security freeze. A fraud alert will notify any merchant checking your credit history that you may be the victim of identity theft and that the merchant should take additional measures to verify the application. Contacting any one of the three agencies will place an alert on your file at all three. A security freeze restricts all creditor access to your account but might also delay any requests you might make for new accounts.
    - Equifax: 1-800-525-6285; equifax.com; P.O. Box 740241, Atlanta, GA 30374
    - Experian: 1-888-EXPERIAN (397-3742); experian.com/fraud; P.O. Box 9532, Allen, TX 75013
    - TransUnion: 1-800-680-7289; transunion.com/fraud-alerts; Fraud Victim Assistance Division, P.O. Box 2000, Chester, PA 19022
- To learn more information about identity theft and report incidents of suspected identity theft, you can contact the Federal Trade Commission (FTC) at Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20850 or at 1-877-ID-THEFT or through its website at IdentityTheft.gov. You can also contact local law enforcement or your state's attorney general.

For More Information

If you have questions or concerns about this, or if we can be of further assistance to you, please call us at 1-866-317-7961 between the hours of 8:00 a.m. to 8:00 p.m. Eastern time, Monday through Friday, excluding holidays.

Sincerely,

Uber Technologies, Inc.

Recycle Me!

Addendum

Residents of District of Columbia, Maryland, North Carolina, New York, and Rhode Island: You may also obtain information about avoiding identity theft from your state Attorney General's Office.

- **District of Columbia:** Office of Consumer Protection, 441 4th Street, NW, Washington, DC 20001, 202-442-9828, oag.dc.gov/consumer-protection
- **Maryland:** Office of the Attorney General, Consumer Protection Division, 200 St. Paul Place, Baltimore, MD 21202, 1-888-743-0023, marylandattorneygeneral.gov
- **North Carolina:** Department of Justice, 9001 Mail Service Center, Raleigh, NC 27699, 1-877-566-7226, ncdoj.com
- **New York:** State Division of Consumer Protection, 123 William Street, New York, NY 10038, 1-800-697-1220, dos.ny.gov/consumerprotection
- **Rhode Island:** Office of the Attorney General, 150 South Main Street, Providence, RI 02903, 401-274-4400, riag.ri.gov. This incident affected approximately 1,873 Rhode Island residents. You may also obtain information about preventing identity theft from the Rhode Island Attorney General's Office.

Residents of Pennsylvania: If you are not eligible for a free credit report, Uber will cover the costs and fees associated with obtaining a report from one credit reporting agency. Please contact us using the instructions above.

Recycle Me!