



Dear Valued Customers,

I am writing today to inform you that our investigation and data review into the scope of the cybersecurity incident has continued in earnest. As part of our commitment to keeping you informed, we are reaching out with an update on the latest steps we have taken in response to this incident and what you can expect over the coming days.

Importantly, this message requires no action on your part and serves simply as an update.

This afternoon, PowerSchool began the process of filing state attorneys general notifications across applicable U.S. jurisdictions on behalf of customers who did not opt-out of our offer to do so. PowerSchool has also started the process of notifying Canadian regulators.

For our U.S. customers, you may also have notification requirements with your state's Department of Education. Since many customers have already notified and are in close contact with their state's Department of Education, PowerSchool will defer to you on making these notifications.

In the coming days, PowerSchool will begin providing formal legal notice of the cybersecurity incident to current and former students (or their parents / guardians as applicable) and educators whose information was determined to be involved.

A direct email notification will be distributed by Experian on behalf of PowerSchool in the coming weeks to applicable current and former students (or their parents / guardians as applicable) and educators for whom we have sufficient contact information. PowerSchool will also launch a website and distribute a media release to ensure we reach as many involved individuals as possible and provide them with resources to protect their information.

Importantly, these notices will include instructions for involved individuals on how to enroll in the credit monitoring and identity protection services that are being offered by PowerSchool.

PowerSchool will also be providing you with communications materials to help navigate conversations with families and educators as part of our effort to support you with the expected inquiries from your community members.

Thank you for your ongoing patience and partnership.

Hardeep Gulati
Chief Executive Officer, PowerSchool



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