

SCOSCHE WEBSITE PRIVACY POLICY



We at Scosche are committed to protecting your privacy. Our goal is to provide you with a positive experience on our websites and when using our apps, products, and services, while at the same time keeping your Personal Information, as defined below, secure. Our privacy practices are described below. This Privacy Policy covers all Scosche Products and Scosche Websites. By visiting Scosche Websites, using Scosche Products or providing us with your Personal Information (as defined below), you are accepting and consenting to the practices, terms and conditions described in this Privacy Policy.

Scosche wants to make Scosche Websites easy for you to navigate and Scosche Products easy for you to use. We are constantly improving Scosche websites and Scosche Products to make them more user-friendly.

For ease of reference, we will use the following terms in this Privacy Policy: "Scosche", "our", "us" or "we" means Scosche Industries, Inc. "Scosche Websites" include all United States Scosche websites including but not limited to Scosche.com and e2accessories.com. "Scosche Products" includes all U.S. Scosche and E2 branded products and/or services.

This Privacy Policy does not apply to third-party websites, mobile applications, or services that may link to the Services or be linked to from the Scosche Websites. For example, the following international domains and websites are owned & managed by third parties and are not subject to this Privacy Policy. Please review the privacy policies on those websites directly to understand their privacy practices.

- scosche.eu
- scosche.net.au
- scosche.su
- scosche.cn
- scosche.kr
- scosche.asia
- scosche.gr

Notice at Collection

Scosche collects Personal Information from people who browse our webpage, who purchase products from our webpage, and from third parties, such as service providers and online advertising partners, as outlined in the section titled "How We Collect Information." "Personal Information" is information that identifies, relates to, describes, is capable of being associated with, or could reasonably be linked, directly or indirectly, with a particular individual or household. We collect this information to provide, maintain, and improve our products and website, and for other reasons listed in the "How We Use Information" section below. We will retain your information for as long as needed to fulfill the purpose for which it was collected and to comply with our legal obligations, resolve disputes, and enforce our agreements. We only collect sensitive personal information to provide Scosche Products and the Scosche Website and we delete this information as soon as the purposes for collection are complete. We may sell or share identifiers, commercial information, internet or other electronic network activity information, and inferences drawn from any of the information listed above. To exercise your right to opt-out of the sale or sharing of your personal information please contact us.

Information may be aggregated and/or anonymized. When information is aggregated, it is combined with information about other customers and users. When information is anonymized, Personal Information is removed from collected data and the remaining portion of the data, containing only Non-Personal Information, is repurposed for internal or external use, such as, for example, to determine how many users of a particular router include an Internet-enabled television in a home network environment, or how many users viewed a particular website video or advertisement. Aggregated information that includes Personal Information is considered Personal Information until it has been anonymized. Anonymized information is considered Non-Personal Information. Any Personal Information collected when you visit Scosche Websites or use Scosche Products that is either aggregated or anonymized so it does not identify you personally will not be considered "Personal Information" for the purposes of this Privacy Policy.

The Scosche Websites and Scosche Products are not directed to, nor does Scosche knowingly collect Personal Information from children under the age of 13. If we are informed that we have collected the Personal Information of a child under the age of 13, we will delete that Personal Information from our systems. If you believe we might have inadvertently collected Personal Information from or about a child under the age of 13, please contact us at customerservice@scosche.com.

How We Collect Information

We may collect and process the following data about you:

Information you give us. If you fill in forms on Scosche websites or correspond with us by phone, email, chat or otherwise, you may be providing us with information about you, which may include Personal Information. This includes information you provide when you register on Scosche websites, register or return a Scosche Product, subscribe to any of our services, search for a product, place an order on Scosche websites, participate in social media functions on Scosche websites, enter a competition, promotion or survey, participate in an event, download firmware or other content or when you report a problem with Scosche Websites or Scosche Products or otherwise request support. Personal Information you give us may include: 1) identifiers such as name, address, email address, phone number and other contact information; 2) financial and credit card information; 3) commercial information, such as purchase history; 4) contents of communications, such as content of phone calls, emails, or text messages when you communicate with us; 5) your account login along with your password or credentials allowing you to access our website; and 6) any other information that can be used to personally identify you. If you have a Loyalty account, you may provide us with your date of birth, but this is optional.

Information we collect about you. We, and partners working on our behalf, may use log files, cookies, or other digital tracking technologies to collect information from the device or application you use to interact with our website. This information is all normally provided by your web browser, and we do not specifically request it. The Personal Information we automatically collect when you use Scosche Websites or Scosche Products, may include: 1) device or technical information, including the Internet protocol ("IP") address used to connect your computer or other device to the Internet, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform and language preferences; 2) information about your visit to Scosche Websites, including the full Uniform Resource Locators ("URL") clickstream to, through and from Scosche Websites (including date and time); products you viewed or searched for; 3) diagnostic information, such as page response times, download errors, length of visits to certain pages, videos watched, page interaction information (such as scrolling, clicks, and mouse-overs), and methods used to browse away from the page; 4) geolocation information, such as coarse geolocation information that describes location with less precision than a zip code; 5) any phone number or email address used to contact customer support/service; and 6) inferences created through the combination of any information described above. For more information about cookies and other tracking technologies we use, please visit the Scosche Website Cookie Policy.

Information we receive from other sources. We work closely with third parties who provide services to us (including, for example, business partners, subcontractors in technical, payment and delivery services, advertising networks, analytics providers, search information providers, credit reference agencies) and we may receive information about you from them. This information may include: 1) your identifiers; 2) online advertising information about your interactions with advertisements on our websites or ads placed on third party websites; and 3) information about your interests, activities, and employment history from social networks or other places you have posted information publicly.

Sensitive Personal Information. We may collect information that may be considered "Sensitive Personal Information" under applicable privacy laws, such as: your account login along with your password or credentials allowing you to access our website and health information, such as disability status, when you apply for a job with us. Where required by applicable law, we will request your consent prior to processing your sensitive personal information. We do not make inferences about this information and only use it for the purpose for which it was collected.

Personal Information collected from job applicants. When you apply for a job with us, we may collect the following: 1) employment information; 2) education transcripts, education history, or level of education obtained; 3) information that you make available in social media accounts; 4) information about you that is publicly available; 5) information that you authorize us to collect via third

parties, including former employers or references; and 6) any other information you provide in connection with your application. In certain circumstances, you may submit your application for employment through a third-party service that displays our job posting. We do not control the privacy practices of these third-party services. Please review their privacy policies carefully prior to submitting your application materials.

How We Use Information

We may use the information we collect for a number of purposes. These purposes will be consistent with the reason you provided the information to us or for a directly related purpose. The uses we make of such information include the following:

- To set up an account for you on Scosche Websites or Scosche Products.
- To facilitate your purchase of Scosche Products.
- To authenticate use of your account or purchases and/or use of a Scosche Product
- To register your Scosche Product in our product database.
- To carry out our obligations arising from any contracts entered into between you and us and to provide you with the information, products, and services that you request from us.
- To assist you with customer support.
- To communicate about and administer participation in customer promotions and surveys.
- To provide the Scosche Products you request.
- To provide you with information about the Scosche Products you use, such as new features, bug fixes, or upgrades.
- To help us develop new Scosche Products and improve current Scosche Products.
- To notify you about changes to Scosche Websites and Scosche Products and changes to our terms, conditions and policies.
- To administer Scosche Websites and Scosche Products for internal operational purposes, including troubleshooting, data and statistical analysis, testing, research and survey purposes.
- To improve Scosche Websites and Scosche Products and to ensure that content is presented in the most effective manner for you and for your computer or device.
- To ensure the security of Scosche Websites and Scosche Products.
- To monitor and regulate interactive features of Scosche Websites and Scosche Products that you may choose to participate in, including live chat relating to Scosche Products.
- To help you navigate Scosche Websites.
- To measure or understand the effectiveness of advertising we serve to you and others who visit Scosche Websites and to deliver relevant personalized advertising to you and others.
- To determine which aspects of Scosche Websites and Scosche Products are most useful to you and other users of Scosche websites and Scosche Products.
- To comply with the law or legal process (such as responding to subpoenas or court orders), to comply with government reporting obligations and to exercise our legal rights or defend against legal claims.
- To protect our legal rights or those of others, such as protecting the Scosche brand or investigating violations of Scosche terms of use, violations of law, intellectual property infringement, misuse of Scosche websites, fraud or potential threats to personal safety.

Disclosure of Your Information

Under no circumstances do we rent or sell your Personal Information to third parties for marketing purposes. We only share your Personal Information with third parties for marketing purposes if you have granted us permission to do so. We will ask for your consent, such as by email response, opt-in box or click through agreement acceptance, before we use or share your Personal Information for any purpose other than the reason you provided it or as otherwise provided by this Privacy Policy. We may disclose Personal Information in the following ways:

- Within Scosche for purposes of data processing or storage.
- With business partners, service vendors, authorized third-party agents or contractors to provide a requested service or transaction, including processing orders, hosting websites, storing your information, providing email communications on our behalf and providing customer support. We only provide these third parties with the minimum amount of Personal Information necessary to complete or provide the requested service or transaction, and we do not allow third parties to use your Personal Information for a different purpose than what was disclosed to you.
- With service providers, advisors, or other third parties to the extent reasonably necessary to proceed with the negotiation or completion of a direct or indirect reorganization process including, but not limited to, a merger, acquisition or sale of all or a portion of our assets. If Scosche merges with or acquires or is acquired by another entity, Personal Information may be transferred as part of that transaction and/or in preparation for such transaction.
- To government agencies or law enforcement when we believe in good faith that we are lawfully authorized or required to do so to respond to lawful subpoenas, warrants, court orders, or other regulatory or law enforcement requests, or where necessary to protect our property or rights or the safety of our employees, our customers, or other individuals.

In addition, we may share aggregated and anonymized Personal Information, including usage data about Scosche Products, with third parties for a variety of purposes, including to analyze trends about home networking and utility use, to show third parties how their products could work with Scosche Products and to generally improve home networking. We've taken steps to ensure that this information cannot be linked back to you and we require third parties to keep all shared information in its anonymized form.

For certain Scosche products, Scosche may provide the opportunity for you to connect and interface Scosche Products with one or more third party products and services, which will involve the exchange of information from your Scosche Product with the third party product or service. In some cases, if you purchase, use or download a third party product or service that connects to a Scosche Product, you may also be subject to such third party's privacy policy. Scosche is not responsible for the privacy practices of third party partners. If you access a Scosche Product through a third party product in this manner, you consent and agree to the privacy policy of such third party. We encourage you to carefully read the privacy policies and terms of use of any third party products that connect to Scosche Products.

Any third parties with whom we share your Personal Information are required to maintain the confidentiality of the information and are prohibited from using it for any other purpose. We will take all reasonable steps to make sure these third parties comply with the same privacy principles that govern our collection of your personal information.

When making purchases on the Scosche Website store(s), Scosche uses a payment processor to verify your payment card information. Your payment card information is passed through to the payment processor and is not collected or stored by Scosche. The payment processor is authorized to use this information only to authenticate your purchase and for no other purpose.

The above excludes text messaging originator opt-in data and consent; this information will not be shared with any third parties.

Marketing

You have the right to ask us not to process your Personal Information for marketing purposes. We will inform you via this Scosche Website Privacy Policy and the Scosche Website Cookie Policy (before or at the time we collect your Personal Information) when we intend to use your Personal Information for marketing purposes, or if we intend to disclose your Personal Information to any third party for marketing purposes. Whenever possible, we will always give you choices about your Personal Information. Some choices are presented up front in the form of opt-in notices or acceptance boxes for marketing to you or sharing your Personal Information with third parties. In certain cases, where permitted by law, we also may give you the choice to opt-out. "Opt-out" means you have already chosen to opt-in, but you later change your mind. One form of opt-out is clicking the Unsubscribe link in a marketing email. This will take you off of our marketing email list. Scosche's general policy is to have users opt-in, rather than opt-out, to receive marketing information and to allow the sharing of information with third parties. Please note that these opt-in/opt-out choices do not apply to the receipt of mandatory website, customer service or receipt of order or shipping confirmations on Scosche Website store(s), which you may receive periodically unless you cancel your service or order.

New Scosche Products

When you purchase new Scosche Products, we will only use your Personal Information for the purposes set out (i) in this Privacy Policy and (ii) in any notification provided to you at the time of purchase.

Storing Your Information and International Data Transfers

The Scosche Websites are provided for residents of the United States and products and services are only shipped to residents of the U.S. from the Scosche Websites. By using or visiting the Scosche Websites, you understand and agree that all Personal Information will be stored at locations in the United States.

We will take such steps as are reasonable to make sure we and our service providers do not breach the privacy principles that govern our collection of your Personal Information. By providing your Personal Information to us, you fully understand and consent to the transfer, processing, and storage of Personal Information outside of your country of residence where data protection standards may be different, and you consent to disclosure and use of your Personal Information to overseas service providers who may not fully comply with the particular laws of your country.

Disclaimer Regarding Video Content

The Scosche Websites may contain pixels which provide us with analytics regarding how website visitors interact with video content, audiovisual content, or content of a like nature (collectively, "Video Content"). Video Content is provided for the purpose of enhancing the user experience on the Scosche Websites and by continuing to use the Scosche Websites and interacting with Video Content, you understand that your personal data, including your video viewing history, may be processed according to this Privacy Policy.

Retention of Personal Information

We will only retain your Personal Information to fulfill the purposes for which it was collected or as required for legitimate business purposes as described in this Privacy Policy or otherwise as permitted by law.

Security of Personal Information

Scosche has put in place appropriate physical, electronic, and administrative procedures to safeguard and secure the personal information we process. However, we cannot guarantee the security of personal information transmitted to Scosche via the Internet. If we learn of a security system breach we may attempt to notify you electronically so that you can take appropriate protective steps. By using Scosche Products or the Scosche Website and providing personal information to us, you agree that we can communicate with you electronically regarding security, privacy, and administrative issues relating to your use of the products, your account, or the website. We may post a note via our website if a security breach occurs. We may also send an email to you at the email address you have provided to us in these circumstances. Depending on where you live, you may have a legal right to receive notice of a security breach in writing. If you create a Scosche account, you are responsible for maintaining the security of your password at all times. You may gain access to and review your personal information by accessing your account. You are responsible for activity occurring while logged into your account.

Forums, Chat Rooms, and Public Posting Areas

Please note that any information you include in a message you post to any public posting area, such as the comment section of our social media pages, is available to anyone with Internet access. If you don't want people to know your email address, for example, don't include it in any message you post publicly. PLEASE BE EXTREMELY CAREFUL WHEN DISCLOSING ANY INFORMATION IN PUBLIC POSTING AREAS. WE ARE NOT RESPONSIBLE FOR THE USE BY OTHERS OF THE INFORMATION THAT YOU DISCLOSE IN PUBLIC POSTING AREAS.

Do Not Track and Opt-Out Preference Signals

The "Do Not Track" (DNT) privacy preference is an option that may be made in some web browsers allowing you to opt out of tracking by websites and online services. At this time, global standard DNT technology is not yet finalized and not all browsers support DNT. We therefore do not recognize DNT signals and do not respond to them. We currently do not recognize opt-out preference signals, such as the Global Privacy Control (available here), as a request to opt-out of the sale or sharing of your personal information.

Accessing and Updating Your Personal Information

We need your help in keeping your Personal Information accurate and up to date, so please notify us of any changes to your Personal Information. You can access and update your Personal Information and communication preferences at any time in the following ways:

- By clicking the "Unsubscribe" link in any email you receive from us. We note again that, if you choose to no longer receive marketing information from us, we may still communicate with you about other matters, such as product and service updates for Scosche Products you have purchased and customer support matters.
- By sending an email to customerservice@scosche.com. Please be sure to include your name, email address and specific relevant information about the information you would like to change or the material that you no longer wish to receive.
- For many Scosche Websites and Scosche Products, by signing in to your online account located at the URL provided when you signed up for the Scosche Website.
- You have options to limit the information that we and our partners collect for online advertising purposes. Please visit the Scosche Website Cookie Policy for more information.
- **Jurisdiction-specific rights:** You may have certain rights with respect to your personal information depending on your location or residency. Please see the section "Your Privacy Rights" for more information.

Live Chat and Session Replay Technology

If you participate in or post information to our live chat functionality on any Scosche Website, you should be aware that the information you provide there may be made available to others, and can be read, collected, forwarded or used by Scosche personnel engaged in the chat function such as customer service department personnel and management. This information could also be used to send you unsolicited messages. We may use technology to monitor how you interact with the Scosche Website or services. This may include, without limitation, which links you click on, information that you type into our online forms, and about your device or browser. Further, we utilize session replay software to monitor and record mouse clicks and movements, keystrokes, and pages and content viewed by you. Please discontinue use of the Scosche Website or services if you do not consent to our collection of such information.

Your Privacy Rights

PRIVACY RIGHTS FOR RESIDENTS OF CALIFORNIA, COLORADO, CONNECTICUT, UTAH, AND VIRGINIA

If you are a resident of California, Colorado, Connecticut, Utah, or Virginia, you may have certain rights with respect to that information, as outlined below. You may submit your request by calling us toll-free at (800) 363-4490 ext.1 or by emailing us at ccpacompliance@scosche.com.

California's "Shine the Light" Law. If a company shares "Personal Information" (as defined in California's "Shine the Light" law, Civil Code § 1798.83) with third parties for their direct marketing purposes (e.g., to send offers and information that may be of interest to you), California law requires either providing a mechanism by which consumers can obtain more information about such sharing over the prior calendar year, or providing a mechanism by which consumers can opt out of such sharing. We do not share your personal information with third parties for their direct marketing purposes.

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Description of Rights

Applicable to Residents of:

Right to Know or Access: You may have the right to obtain confirmation about whether or not your personal information is being processed by us. If so, you may have the right to access the personal information we hold about you and/or request other related information, such as the purposes for which use that information, the categories of personal information we process about you, the recipients (or categories of recipients) to whom your personal information has been or will be disclosed, the retention period for such personal information, or, if not possible, the criteria used to determine that period, your legal rights with respect to your personal information, etc.

- California
- Colorado
- Connecticut
- Utah
- Virginia

Right to Delete: You may have the right to request the deletion or erasure of your personal information, except under certain circumstances subject to applicable law.

- California
- Colorado
- Connecticut
- Utah
- Virginia

Right to Correct: Depending on your location and applicable laws, you may have the right to correct or update your personal information if inaccurate.

- California
- Colorado
- Connecticut
- Virginia

Right to Opt-out of Sale, Sharing, and Targeted Advertising of your Personal Information: You may have the right to opt-out of the sale of your personal information to third parties. To exercise this right, you may submit a request by contacting us. Note that we do not sell the personal information of individuals under 13 years old. Please also note that in some jurisdictions, this is an opt-in right to which we comply by obtaining express consent at our points of collection.

- California
- Colorado
- Connecticut
- Utah
- Virginia

Right to Revoke or Withdraw Consent: You may have the right to withdraw consent to the continued use or disclosure of your personal information, subject to legal or contractual restrictions and reasonable notice.

- California
- Colorado
- Connecticut

Right to Nondiscrimination: You may have the right to non-discrimination, such as to receive equal service and pricing from a business, even after exercising your rights.

- California
- Colorado
- Connecticut
- Utah
- Virginia

Right to Data Portability: Depending on your location and applicable laws, you may have the right to receive the personal information that you have given us, in a structured, commonly used and machine-readable format. You may also have the right to send that personal information to another controller if the processing is based on consent pursuant or on a contract and is carried out by automated means.

- California
- Colorado
- Connecticut
- Utah
- Virginia

Right to Opt-out of Profiling: You may have the right not to be subject to a decision based solely on profiling or automated decision-making, except under certain exceptions under local law.

- California
- Colorado
- Connecticut
- Virginia

Right to Limit the Use and Disclosure of Sensitive Personal Information: You may have the right to limit the use and disclosure of your sensitive personal information if we use such information to infer characteristics about you; however, Scosche does not use your sensitive personal information for these purposes, so it does not offer the right limit.

- California

Financial Incentives: For reference, we may offer various financial incentives from time to time, primarily requesting your identifiers and contact information as part of an offer. The terms of the financial incentive, including the personal information requested in connection with the offer, will be provided at the time you sign up for the financial incentive. We have calculated the value of the financial incentive by using the expense related to the offer, and the value of your data is the value of the offer presented to you. You may withdraw from any of the financial incentives at any time following the instructions provided. For offers involving email, you may unsubscribe via the "unsubscribe" link in any marketing email you have received. For offers involving text messaging, you may text STOP. We will not discriminate against you for opting out.

Your Nevada Privacy Rights. Operators of commercial websites that collect or maintain the personal information of Nevada residents must provide the ability for Nevada residents to opt-out of the sale of their personal information. We currently do not sell your personal information as defined by Nevada law.

PRIVACY RIGHTS FOR THE EUROPEAN ECONOMIC AREA, THE UNITED KINGDOM, AND SWITZERLAND We process "personal data" (referred to within this Policy as "personal information") as that term is defined in the European Union's General Data Protection Regulation ("GDPR"). If you are located in the EEA, U.K., or Switzerland, you have the following rights:

- You have the right to access information about the categories of personal information we have collected about you. You may also request a copy of the personal information we have collected, and upon request, we will provide this information to you in electronic form or transfer it to a third party.
- You have the **right to correct** your personal information if inaccurate.
- You have the right to request erasure of your personal information when such information is no longer necessary for the purposes for which it was collected, when you withdraw consent and no other legal basis for processing exists, or when you believe that your fundamental rights to data privacy and protection outweigh our legitimate interest in continuing the processing.
- You have the **right to restrict our processing of personal information** if there is a dispute about the accuracy of the data; if the processing is unlawful; if the processing is no longer necessary for the purposes for which it was collected but is needed by you for the establishment, exercise or defense of legal claims; or if your request to object to processing is pending evaluation.
- You have the **right to object to processing of your personal information** based on our legitimate interests or for direct marketing (including profiling). We will no longer process the data unless there are compelling legitimate grounds for our processing that override your interests, rights, and freedoms, or for the purpose of asserting, exercising, or defending legal claims.
- You have the **right to obtain** information about, and a copy of, the safeguards we use to transfer personal information across borders.

In processing personal information, we may rely upon the following lawful bases:

- **Consent.** We may process personal information with the consent of the individual whose data is being processed and/or in reliance upon the consent of the administrator of the account, who must affirm that s/he has obtained appropriate consent from all participants.
- **Contract.** When we enter a contract with you and/or an administrator for your account, we process personal information on the basis of our contract in order to prepare and enter into the contract, as well as to perform and manage our contract. This is necessary for us to provide the Services to you.
- **Vital interests.** In a case where the personal information is required to protect your vital interests or the vital interests of another natural person, then this may be used as the lawful basis of the processing. For example, we may need to process personal information in the event of a pandemic.
- **As required by law.** We may process personal information as required to comply with legal obligations to which we are subject for the purpose of compliance with EEA, UK, or Swiss public, governmental, judicial, or other regulatory authorities.
- **For legitimate business purposes.** This includes but is not limited to legal compliance and the purposes described above.

Users who are located in the European Economic Area ("EEA"), U.K., or Switzerland have the right to lodge a complaint about our data collection and processing actions with the supervisory authority concerned. Contact details for data protection authorities are available here: http://ec.europa.eu/justice/data-protection/bodies/authorities/index_en.htm. If you would like to exercise any of these rights, please contact us.

Updates to this Privacy Policy

We may update this Privacy Policy from time to time, so please review it frequently. If we change our Privacy Policy, we will post the revised version here, with an updated revision date. If we make material changes to our Privacy Policy, we will notify you by email or prominently post a notice on this website.

How to Contact Us and Exercise Your Privacy Rights

Address: Scosche Industries Inc.
1550 Pacific Ave.
Oxnard, CA 93033

Telephone: (800) 363-4490 ext.1

Email: ccpacompliance@scosche.com or customerservice@scosche.com.

If you have complaints or concerns about this Privacy Policy, please contact us at the above email. We treat all complaints about a breach of the privacy laws seriously. Someone from Scosche will investigate your complaint and respond to you within a reasonable time.

Submitting Requests: You may request to exercise your rights by making a request using the contact information above. If you are a resident of California, Colorado, or Connecticut, you may, under certain circumstances, authorize another individual or a business, called an authorized agent, to make requests on your behalf. We may have a reason under the law why we do not have to comply with your request, or why we may comply with it in a more limited way than you anticipated. If we do, we will explain that to you in our response.

Verification: We must verify your identity before responding to your request. We verify your identity by asking you to provide personal identifiers that we can match against information we may have collected from you previously. We may need to follow up with you to request more information to verify identity. We will not use personal information we collect in connection with verifying

or responding to your request for any purpose other than responding to your request.

Appeals: Residents of Colorado, Connecticut, and Virginia have the right to appeal a denial of their request by contacting us as described in the notice of denial.

Revised 8/24/2023