



February 19, 2025

We are writing to advise you of an email that was sent by GFL to former customers, including residents in your township. On February 7, 2025, as a result of an upgrade to GFL's MyAccount system, an email was sent by GFL in error to certain former customers regarding the status of their accounts. Once we discovered the error, we immediately emailed recipients to advise that the email was sent in error, and that they should disregard the email as no further action was required on their part.

The emails your residents received from GFL on February 7 were not a scam but in fact sent by us. Historical customers retain access to MyAccount even when they are not a customer in order to pull historical invoices, and we wanted to convey to these individuals that the data in MyAccount was up-to-date reflecting no outstanding balance for these former customers. We apologize for the inconvenience this has caused and would request that you update your website as appropriate.

Sincerely,

A handwritten signature in blue ink, appearing to read "Lou Berardicurti".

Lou Berardicurti
Area Vice President-Michigan & Indiana

