



CORNERSTONE
HEALTHCARE GROUP

<<Date>> (Format: Month Day, Year)

<<first_name>> <<middle_name>> <<last_name>> <<suffix>>
<<address_1>>
<<address_2>>
<<city>>, <<state_province>> <<postal_code>>
<<country>>

Re: Notice of Data Breach

Dear <<first_name>> <<middle_name>> <<last_name>> <<suffix>>,

What Happened? We, Cornerstone Healthcare Group Management Services LLC (“Cornerstone”) are writing to inform you that on May 30, 2024, we determined that your personal information was accessed without authorization.

What Information Was Involved? The information involved may include: <<b2b_text_2 (your name and data elements)>>.

Cornerstone’s priority is delivering quality and compassionate care to our patients. We deeply value the trust that our patients and their families place in our team, and we are taking appropriate steps to protect your privacy.

What We Are Doing. In addition to containing the issue, we contacted law enforcement and engaged leading cybersecurity firms to assist us in assessing the incident’s scope and cause. This notice has not been delayed because of a law enforcement investigation. Out of an abundance of caution, we also are offering Identity Monitoring services through Kroll for a period of 18 months at no cost to you. To take advantage of this offer:

- Ensure that you enroll by: <<b2b_text_6 (activation deadline)>> (Your code will not work after this date.)
- Visit the Kroll website to enroll: <https://enroll.krollmonitoring.com>
- Provide your membership number: <<Membership Number s_n>>

If you have questions about the product, need assistance with identity protection, or would like an alternative to enrolling in Kroll’s identity monitoring services, please contact Kroll’s customer care team at [TFN] by <<b2b_text_6 (activation deadline)>>. Be prepared to provide membership number <<Membership Number s_n>> as proof of eligibility for the identity monitoring services by Kroll.

What You Can Do. We also suggest, as a general practice, to stay vigilant and closely review and monitor your financial accounts, statements, credit reports and other financial information for any evidence of unusual activity, fraudulent charges or signs of identity theft. Please see the attachment for additional information that may be helpful to you.

For More Information. Again, we take our responsibilities to both deliver outstanding care and to protect your information extremely seriously, and we are very sorry for any inconvenience that this incident may cause you. If you have any questions regarding this incident or the services available to you, assistance is available by calling <<TFN>> between the hours of 9:00 am – 6:30 pm Eastern Time Monday through Friday (excluding major U.S. holidays). Please note that this notice is personalized for you and that other individuals whose personal data may have been involved will receive their own personalized notices as well.

Sincerely,

Christi Braun
Privacy Officer
Cornerstone Healthcare Group

ADDITIONAL INFORMATION

Please note that you can contact the Federal Trade Commission (“FTC”), your attorney general, and the national consumer reporting agencies for more information on fraud alerts, security freezes, and other steps you can take to avoid identity theft. The contact information for the three nationwide credit reporting companies is:

Equifax

P.O. Box 105788
Atlanta, GA 30374
www.equifax.com
888-298-0045

TransUnion

PO Box 2000
Chester, PA 19016
<https://www.transunion.com>
800-916-8800

Experian

PO Box 4500
Allen, TX 75013
www.experian.com
1-888-397-3742

Additional information about these steps is included below. Please also note that you can report any suspected incidents of identity theft to law enforcement, your state’s attorney general, and the FTC. You may contact the Consumer Response Center at the FTC by calling 1-877-FTC-HELP (382-4357). In certain states, you may also obtain any police report filed about this issue. You can obtain information about fraud alerts and security freezes from the FTC and from credit reporting agencies. You also have other rights under the Fair Credit Reporting Act (“FCRA”). For further information about your rights under the FCRA, please visit https://files.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf.

Fraud Alert Information

Whether or not you enroll in credit monitoring, we recommend that you place a “Fraud Alert” on your credit file. Fraud Alert messages notify potential credit grantors to verify your identification before extending credit in your name in case someone is using your information without your consent. A Fraud Alert can make it more difficult for someone to get credit in your name; however, please be aware that it also may delay your ability to obtain credit. Call only one of the following three nationwide credit reporting companies to place your Fraud Alert: TransUnion, Equifax, or Experian. As soon as the credit reporting company confirms your Fraud Alert, they will also forward your alert request to the other two nationwide credit reporting companies so you do not need to contact each of them separately.

Free Credit Report Information

Under federal law, you are also entitled to one free credit report once every 12 months from each of the above three major nationwide credit reporting companies. Call 1-877-322-8228 or make a request online at www.annualcreditreport.com.

Even if you do not find any suspicious activity on your initial credit reports, the FTC recommends that you check your credit reports periodically. Victim information sometimes is held for use or shared among a group of thieves at different times. Checking your credit reports periodically can help you spot problems and address them quickly.

If you find suspicious activity on your credit reports or have reason to believe your information is being misused, call your local law enforcement agency and file a police report. Get a copy of the report; many creditors want the information it contains to absolve you of the fraudulent debts. Further, you also should file a complaint with the FTC at www.identitytheft.gov or at 1-877-ID-THEFT (1-877- 438-4338). IdentityTheft.gov provides a step-by-step personal recovery plan. Visit the FTC’s website at www.ftc.gov/idtheft to review additional free identity theft resources.

Security Freeze Information

You can request a “Security Freeze” on your credit file free of charge by sending a request in writing, by mail, to each of the three nationwide credit reporting companies. When a Security Freeze is added to your credit report, all third parties, such as credit lenders or other companies, whose use is not exempt under law will not be able to access your credit report without your consent. The Security Freeze may delay, interfere with or prohibit the timely approval of any subsequent request or application you make that involves access to your credit report. This may include, but is not limited to, new loans, credit, mortgages, insurance, rental housing, employment, investments, licenses, cellular phone service, utility service, digital signature service, Internet credit card transactions and extension of credit at point of sale. There may be a fee for placing, temporarily lifting, or removing a Security Freeze with each of the nationwide consumer reporting companies, although that fee is waived if you send the credit reporting company proof of eligibility by mailing a copy of a valid identity theft report, or other valid report from a law enforcement agency to show you are a victim of identity theft and are eligible for free Security Freeze services.

To place a Security Freeze on your credit files at all three nationwide credit reporting companies, write to the addresses below and include the following information:

Equifax Security Freeze
PO Box 105788
Atlanta, GA 30348
<https://www.equifax.com/personal/credit-report-services/>
888-298-0045

TransUnion Security Freeze
PO Box 2000
Chester, PA 19016
<https://www.transunion.com/credit-freeze>
888-909-8872

Experian Security Freeze
PO Box 9554
Allen, TX 75013
<https://www.experian.com/freeze/center.html>
888-397-3742

- Your full name (first, middle, last including applicable generation, such as JR., SR., II, III, etc.)
- Your Social Security Number.
- Your date of birth (month, day and year).
- Your complete address including proof of current address, such as a current utility bill, bank or insurance statement or telephone bill.
- Include applicable fee. Call or visit each of the credit reporting company websites listed above for information on fees for Security Freeze services. Forms of payment are check, money order, or credit card (American Express, Discover, MasterCard and Visa), or a copy of a valid identity theft report, or other valid report from a law enforcement agency to show you are a victim of identity theft and are eligible for free Security Freeze services.



TAKE ADVANTAGE OF YOUR IDENTITY MONITORING SERVICES

You have been provided with access to the following services from Kroll:

Single Bureau Credit Monitoring

You will receive alerts when there are changes to your credit data—for instance, when a new line of credit is applied for in your name. If you do not recognize the activity, you'll have the option to call a Kroll fraud specialist, who will be able to help you determine if it is an indicator of identity theft.

Web Watcher

Web Watcher monitors internet sites where criminals may buy, sell, and trade personal identity information. An alert will be generated if evidence of your personal identity information is found.

Public Persona

Public Persona monitors and notifies when names, aliases, and addresses become associated with your Social Security number. If information is found, you will receive an alert.

Quick Cash Scan

Quick Cash Scan monitors short-term and cash-advance loan sources. You will receive an alert when a loan is reported, and you can call a Kroll fraud specialist for more information.

\$1 Million Identity Fraud Loss Reimbursement

Reimburses you for out-of-pocket expenses totaling up to \$1 million in covered legal costs and expenses for any one stolen identity event. All coverage is subject to the conditions and exclusions in the policy.

Fraud Consultation

You have unlimited access to consultation with a Kroll fraud specialist. Support includes showing you the most effective ways to protect your identity, explaining your rights and protections under the law, assistance with fraud alerts, and interpreting how personal information is accessed and used, including investigating suspicious activity that could be tied to an identity theft event.

Identity Theft Restoration

If you become a victim of identity theft, an experienced Kroll licensed investigator will work on your behalf to resolve related issues. You will have access to a dedicated investigator who understands your issues and can do most of the work for you. Your investigator will be able to dig deep to uncover the scope of the identity theft, and then work to resolve it.

Kroll's activation website is only compatible with the current version or one version earlier of Chrome, Firefox, Safari and Edge.

To receive credit services, you must be over the age of 18 and have established credit in the U.S., have a Social Security number in your name, and have a U.S. residential address associated with your credit file.