genex

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

<<FIRST_NAME>> <<MIDDLE_NAME>> <<LAST_NAME>> <<SUFFIX>>
<<ADDRESS_1>>
<<ADDRESS_2>>
<<CITY>>, <<STATE_PROVINCE>> <<POSTAL_CODE>>
<<COUNTRY>>

Dear <<first_name>> <<last_name>>,

Re: Notice of a Data Breach

Genex Services, LLC (Genex) is a managed care service provider for insurance companies, employers, and third-party administrators. To provide our services we must maintain data associated with individuals whose insurance claims we are assisting with, including certain personal information. We are writing because Genex experienced a data security incident that may involve your personal information. While we have no indication that your information has been or will be misused, we want to make you aware of the incident and the measures we have taken in response, as well as provide details on steps you can take – should you deem it appropriate – to help protect your information.

What Happened?

On February 25, 2025, Genex became aware of suspicious activity on certain portions of its network. In response, we immediately took measures to secure our network, systems, and data. We also activated our incident response plan, notified the Federal Bureau of Investigation, and began a thorough investigation with the assistance of third-party cybersecurity experts to determine what happened and the scope of the incident.

Our investigation determined that Genex was the victim of a phishing attack that compromised the laptops of two employees. As a result of this attack, an unauthorized threat actor had access to certain files that stored certain personal information. We then launched a comprehensive review of the potentially affected data, which recently concluded. We then worked to obtain addresses and mail this letter to all potentially impacted individuals.

Our review identified some of your personal information within the potentially affected data. Although Genex has no evidence of any identity theft or fraud in connection with this incident, Genex is notifying all individuals whose information was potentially impacted. This notice was not delayed due to law enforcement.

What Information Was Involved?

The potentially affected information included your <<b2b_text_1 (name and data elements)>>.

What We Are Doing

Genex took this event very seriously. As soon as we discovered the incident, we took the steps described above, including performing a thorough review of our environment to investigate the incident. We have also secured the services of Kroll, a global leader in risk mitigation and response, to provide identity monitoring for 24 months at no cost to you. Additional information describing the services is included with this letter.

What You Can Do

We encourage you to take advantage of the free identity monitoring services available to you. Please visit https://enroll.krollmonitoring.com to activate and take advantage of the identity monitoring services provided by Kroll. You have until <<b2b_text_6(activation deadline)>> to activate the identity monitoring services. The membership number to use is **<<Membership Number s_n>>**. The enclosed "Steps You Can Take to Help Protect Your Personal Information" also provides additional information you can use to help protect your information.

For More Information

We understand that you may have questions about this incident that are not addressed in this letter. We have established a dedicated call center available toll free in the U.S. at (866) 461-2672, from 6:00 a.m. to 3:30 p.m. Pacific Time (excluding weekends and major U.S. holidays).

Your privacy is of the utmost importance to us, and we sincerely regret any concern this incident may cause you.

Sincerely,

Genex Services, LLC

Steps You Can Take to Protect Your Information

Review Your Account Statements and Notify Law Enforcement of Suspicious Activity: As a precautionary measure, we recommend that you remain vigilant by reviewing your account statements and credit reports closely. If you detect any suspicious activity on an account, you should promptly notify the financial institution or company with which the account is maintained. You also should promptly report any fraudulent activity or any suspected incidence of identity theft to proper law enforcement authorities, your state attorney general, and/or the Federal Trade Commission. Please note that in order to file a report with law enforcement for identity theft, you will likely need to provide some proof that you have been a victim of identity theft.

Review Your Credit Report: You may obtain a free copy of your credit report from each of the three major credit reporting agencies once every 12 months by visiting www.annualcreditreport.com, calling toll-free 1-877-322-8228, or by completing an Annual Credit Report Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348. You may also contact the three major credit bureaus directly to request a free copy of your credit report:

Experian	**TransUnion**	**Equifax**
PO Box 9554	P.O. Box 160	PO Box 105788
Allen, TX 75013	Woodlyn, PA 19016	Atlanta, GA 30348
1-888-397-3742	1-888-909-8872	1-888-298-0045
www.experian.com	www.transunion.com	www.equifax.com

Fraud Alert: You may want to consider placing a fraud alert on your credit report. An initial fraud alert is free and will stay on your credit file for at least one year. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any accounts in your name. To place a fraud alert on your credit report, contact any of the three credit reporting agencies identified above.

Security Freeze: You have the right to put a security freeze on your credit file at no cost. This will prevent new credit from being opened in your name without the use of a PIN number that is issued to you when you initiate the freeze. A security freeze is designed to prevent potential creditors from accessing your credit report without your consent. As a result, using a security freeze may interfere with or delay your ability to obtain credit. You must separately place a security freeze on your credit file with each credit reporting agency. In order to place a security freeze, you may be required to provide the consumer reporting agency with information that identifies you including your full name, Social Security number, date of birth, current and previous addresses, a copy of your state-issued identification card, and a recent utility bill, bank statement or insurance statement.

Your Rights Under the Fair Credit Reporting Act (FCRA): You also have certain rights under the FCRA including the right to know what is in your file; to dispute incomplete or inaccurate information; to have consumer reporting agencies correct or delete inaccurate, incomplete, or unverifiable information; as well as other rights. For more information about the FCRA, and your rights pursuant to the FCRA, please visit www.consumer.ftc.gov/sites/default/files/articles/pdf/pdf-0096-fair-credit-reportingact.pdf.

Additional Free Resources: You can obtain information from the consumer reporting agencies, the FTC, or from your respective state Attorney General about fraud alerts, security freezes, and steps you can take toward preventing identity theft. You may report suspected identity theft to local law enforcement, including to the FTC or to the Attorney General in your state.

Federal Trade Commission
600 Pennsylvania Ave, NW
Washington, DC 20580
www.consumer.ftc.gov
877-438-4338

California Attorney General
1300 I Street
Sacramento, CA 95814
www.oag.ca.gov/privacy
800-952-5225

Maryland Attorney General
200 St. Paul Place
Baltimore, MD 21202
www.marylandattorneygeneral.gov/Pages/CPD
888-743-0023

New York Attorney General
The Capitol
Albany, NY 12224
800-771-7755
www.ag.ny.gov

Oregon Attorney General
1162 Court St. NE
Salem, OR 97301
www.doj.state.or.us/consumerprotection
877-877-9392

Rhode Island Attorney General
150 South Main Street
Providence, RI 02903
www.riag.ri.gov
401-274-4400

Iowa Attorney General
1305 E. Walnut Street
Des Moines, Iowa 50319
www.iowaattorneygeneral.gov
888-777-4590

Kentucky Attorney General
700 Capitol Avenue, Suite 118
Frankfort, Kentucky 40601
www.ag.ky.gov
502-696-5300

NY Bureau of Internet and Technology
28 Liberty Street
New York, NY 10005
www.dos.ny.gov/consumerprotection/
212.416.8433

NC Attorney General
9001 Mail Service Center
Raleigh, NC 27699
www.ncdoj.gov/protectingconsumers/
877-566-7226

Washington D.C. Attorney General
400 S 6th Street, NW
Washington, DC 20001
oag.dc.gov/consumer-protection
202-442-9828

KROLL

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.

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.

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What We Are Doing

Genex took this event very seriously. As soon as we discovered the incident, we took the steps described above, including performing a thorough review of our environment to investigate the incident and implemented additional security measures to protect our digital environment and minimize the likelihood of future incidents.

What You Can Do

The enclosed "Steps You Can Take to Help Protect Your Personal Information" provides additional information you can use to help protect your information.

For More Information

We understand that you may have questions about this incident that are not addressed in this letter. We have established a dedicated call center available toll free in the U.S. at (866) 461-2672, from 6:00 a.m. to 3:30 p.m. Pacific Time (excluding weekends and major U.S. holidays).

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Genex Services, LLC

Steps You Can Take to Protect Your Information

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Experian	**TransUnion**	**Equifax**
PO Box 9554	P.O. Box 160	PO Box 105788
Allen, TX 75013	Woodlyn, PA 19016	Atlanta, GA 30348
1-888-397-3742	1-888-909-8872	1-888-298-0045
www.experian.com	www.transunion.com	www.equifax.com

Fraud Alert: You may want to consider placing a fraud alert on your credit report. An initial fraud alert is free and will stay on your credit file for at least one year. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any accounts in your name. To place a fraud alert on your credit report, contact any of the three credit reporting agencies identified above.

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Your Rights Under the Fair Credit Reporting Act (FCRA): You also have certain rights under the FCRA including the right to know what is in your file; to dispute incomplete or inaccurate information; to have consumer reporting agencies correct or delete inaccurate, incomplete, or unverifiable information; as well as other rights. For more information about the FCRA, and your rights pursuant to the FCRA, please visit www.consumer.ftc.gov/sites/default/files/articles/pdf/pdf-0096-fair-credit-reportingact.pdf.

Additional Free Resources: You can obtain information from the consumer reporting agencies, the FTC, or from your respective state Attorney General about fraud alerts, security freezes, and steps you can take toward preventing identity theft. You may report suspected identity theft to local law enforcement, including to the FTC or to the Attorney General in your state.

Federal Trade Commission
600 Pennsylvania Ave, NW
Washington, DC 20580
www.consumer.ftc.gov
877-438-4338

California Attorney General
1300 I Street
Sacramento, CA 95814
www.oag.ca.gov/privacy
800-952-5225

Maryland Attorney General
200 St. Paul Place
Baltimore, MD 21202
www.marylandattorneygeneral.gov/Pages/CPD
888-743-0023

New York Attorney General
The Capitol
Albany, NY 12224
800-771-7755
www.ag.ny.gov

Oregon Attorney General
1162 Court St. NE
Salem, OR 97301
www.doj.state.or.us/consumerprotection
877-877-9392

Rhode Island Attorney General
150 South Main Street
Providence, RI 02903
www.riag.ri.gov
401-274-4400

Iowa Attorney General
1305 E. Walnut Street
Des Moines, Iowa 50319
www.iowaattorneygeneral.gov
888-777-4590

Kentucky Attorney General
700 Capitol Avenue, Suite 118
Frankfort, Kentucky 40601
www.ag.ky.gov
502-696-5300

NY Bureau of Internet and Technology
28 Liberty Street
New York, NY 10005
www.dos.ny.gov/consumerprotection/
212.416.8433

NC Attorney General
9001 Mail Service Center
Raleigh, NC 27699
www.ncdoj.gov/protectingconsumers/
877-566-7226

Washington D.C. Attorney General
400 S 6th Street, NW
Washington, DC 20001
oag.dc.gov/consumer-protection
202-442-9828