



September 15, 2025

[REDACTED]

Dear [REDACTED]

We are writing to notify you of an issue that involves certain of your personal information. We recently learned that, on June 3, 2025, an unauthorized party gained access to certain of our internal files. As a result of this issue, the unauthorized party may have accessed certain personal information about you that relates to the provision of veterinary services and was contained in the affected files.

The personal information involved includes your first and last name and an image of a scanned check, which includes your address, bank account number and bank routing number. Promptly after learning of the issue, we took steps to secure our systems and investigate its nature and scope. We have implemented additional safeguards to help prevent this type of issue from reoccurring. Additionally, based on our investigation, at this time we have no evidence that any of the affected information has been misused as a result of this issue.

We take our obligation to safeguard personal information very seriously and are alerting you about this issue so you can take steps to help protect yourself. We have arranged to offer credit monitoring services to you for two years at no cost to you. The attached Reference Guide provides information on registration and how you may obtain a security freeze.

We regret any inconvenience this issue may cause and hope this information is useful to you. If you have any questions regarding this issue, please call us at (833) 973-3877.

Sincerely,

Signed by:

Misty Barnett
Associate General Counsel



Reference Guide

We encourage you to take the following steps:

Register for Identity Protection and Credit Monitoring Services. We have arranged with IDX to help you protect your identity and your credit information for two years at no cost to you.

Please enroll at the following URL: <https://app.idx.us/account-creation/protect>, using the code [REDACTED]. You can also enroll by telephone by calling 1-800-939-4170.

Please enroll before October 15, 2025.

Consider Placing a Security Freeze on Your Credit File. You have the right to place a “security freeze” (also known as a “credit freeze”) on your credit file. A security freeze is designed to prevent potential creditors from accessing your credit file at the consumer reporting agencies without your consent. *You must place a security freeze on your credit file at each consumer reporting agency individually.* There is no charge to place or lift a security freeze. For more information on security freezes, you may contact the three nationwide consumer reporting agencies or the U.S. Federal Trade Commission as indicated below:

Federal Trade Commission
Consumer Response Center
600 Pennsylvania Avenue, NW
Washington, DC 20580
1-877-IDTHEFT (438-4338)
www.ftc.gov/idtheft/

As the instructions for establishing a security freeze differ from state to state, please contact the three nationwide consumer reporting agencies to find out more information.

Equifax	Equifax Information Services LLC P.O. Box 105069 Atlanta, GA 30348-5069	1-800-525-6285	www.equifax.com
Experian	Experian Inc. P.O. Box 9554 Allen, TX 75013	1-888-397-3742	www.experian.com
TransUnion	TransUnion LLC P.O. Box 2000 Chester, PA 19016	1-800-680-7289	www.transunion.com



The consumer reporting agencies may require proper identification prior to honoring your request. For example, you may be asked to provide:

- Your full name with middle initial and generation (such as Jr., Sr., II, III)
- Your Social Security number
- Your date of birth
- Addresses where you have lived over the past five years
- A legible copy of a government-issued identification card (such as a state driver's license or military ID card)
- Proof of your current residential address (such as a current utility bill or account statement)

Although there is no indication that the affected information has been misused, if you notice suspicious activity on your accounts, you also have the right to obtain a police report.