



January 27, 2025

RE: Important Security Notification. Please read this entire letter.

Dear _____:

I am sharing this letter to notify you of a breach of our Private Care Therapies, LLC's ("PCT") payroll account which may have compromised our current and former employees' sensitive personal information, specifically employee social security numbers. The breach was discovered on November 14, 2024.

Upon detection, the payroll system was immediately disabled and PCT transitioned to ADP, a commercial payroll provider. Working with a cybersecurity consultant, a number of other measures were instituted to augment the security of our internal information systems.

Under the Massachusetts Data Breach Notification Law (201 CMR 17.00), you are entitled to obtain a copy of the police report in this matter. On November 17, 2024, PCT notified the BPD Jamaica Plain police agency of the breach.

You may freeze your credit in order to prevent creditors from getting your credit information, which prevents identity thieves from opening accounts using your credentials. Information concerning how to free your credit is attached to this notification.

Additionally, pursuant to the Massachusetts data breach law, PCT has contracted with Experian to provide you with complimentary credit monitoring services for 24 months. In order to activate those services, see below for details.

EXPERIAN PRODUCT INFORMATION

To help protect your identity, we are offering complimentary access to Experian IdentityWorksSM for 2 years.

If you believe there was fraudulent use of your information as a result of this incident and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent. If, after discussing your situation with an agent, it is determined that identity restoration support is needed then an Experian Identity Restoration agent is available to work with you to investigate and resolve each incident of fraud that occurred from the date of the incident (including, as appropriate, helping you with contacting credit grantors to dispute charges and close accounts; assisting you in placing a freeze on your credit file with the three major credit bureaus; and assisting you with contacting government agencies to help restore your identity to its proper condition).

Please note that Identity Restoration is available to you for [24] months from the date of this letter and does not require any action on your part at this time. The Terms and Conditions for this offer are located at www.ExperianIDWorks.com/restoration.

While identity restoration assistance is immediately available to you, we also encourage you to activate the fraud detection tools available through Experian IdentityWorks as a complimentary [24]-month membership. This product provides you with superior identity detection and resolution of identity theft. To start monitoring your personal information, please follow the steps below:

- Ensure that you **enroll by 04/30/2025** (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/credit>

Provide your **activation code**: _____

If you have questions about the product, please contact Experian's customer care team at (833) 931-7577 by [04/30/2025]. Be prepared to provide engagement number #: _____ as proof of eligibility for the Identity Restoration services by Experian.

ADDITIONAL DETAILS REGARDING YOUR [24]-MONTH EXPERIAN IDENTITYWORKS MEMBERSHIP

A credit card is not required for enrollment in Experian IdentityWorks. You can contact Experian immediately regarding any fraud issues, and have access to the following features once you enroll in Experian IdentityWorks:

- **Experian credit report at signup:** See what information is associated with your credit file. Daily credit reports are available for online members only.*
- **Credit Monitoring:** Actively monitors Experian file for indicators of fraud.
- **Identity Restoration:** Identity Restoration specialists are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARE™:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **\$1 Million Identity Theft Insurance**:** Provides coverage for certain costs and unauthorized electronic fund transfers.

We sincerely regret any inconvenience or concern caused by this incident. If you have further questions or concerns, please contact Melissa Foley.

Sincerely,

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* Offline members will be eligible to call for additional reports quarterly after enrolling.

** The Identity Theft Insurance is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.