

## **Notice of Data Breach**

Dear Customer:

Leidos QTC Health Commercial Services d/b/a First Rehabilitation Resources (“FRR”) provides services to and, in the course of doing so, receives and maintains personal information, including health information, from [CUSTOMER NAME]. We are writing to inform you of a data security incident that FRR experienced, and which may have involved your personal information. Please read this notice carefully to learn more about the incident and what you can do to protect yourself.

### **What Happened**

In August 2025, FRR became aware of suspicious activity on its email system. FRR promptly took action to contain the identified malicious activity, including by shutting down the email system and related IT services, and migrating all users to another email service. FRR also worked with cybersecurity experts to confirm that the unauthorized party no longer has access to its systems and that there is no ongoing threat to the security of personal data maintained by FRR.

### **What Information Was Involved**

Based on our data impact investigation, the data impacted by the breach may have included personal information such as your name, date of birth, Social Security Number, driver’s license number, government ID number, and medical information or health insurance information. Please note that at this time, we have no evidence that your information has been misused by the malicious actor.

### **What We Are Doing**

FRR values your privacy and regrets that this incident occurred. We acted quickly to contain the incident and have taken steps to make sure a similar incident does not happen again. Specifically:

- **Migrated email system:** FRR shut down the affected email system and migrated all FRR user accounts to Leidos’ core email platform, which is hosted in a highly secure environment with government-grade security.
- **Upgraded all equipment:** All FRR employees were provided with new, secure Leidos-managed laptops and mobile phones.

With these changes and additional security checks, FRR is confident that its systems are secure and that there is no ongoing risk to your personal information.

### **What You Can Do**

We encourage you to carefully review the Additional Resources appendix to this letter, as it contains information about the steps you can take to protect yourself against fraud and identity theft. Please also review the attachment to this letter (Steps You Can Take to Further Protect Your Information) for further information on steps you can take to protect your information and how to activate the 24-month credit monitoring services that FRR is offering to you free of cost.

We encourage you to remain vigilant by reviewing your account statements, credit reports, and explanation of benefits for unauthorized activity. If you believe you may be the victim of identity theft, you should contact your local law enforcement representative, your state attorney general, and/or the Federal Trade Commission.

### **For More Information**

If you have any questions about this incident, you can contact us at [Call Center Information] and [Hours of Operation]. We regret any inconvenience this incident may have caused you. FRR takes the protection

of your personal information very seriously and has taken steps to prevent a similar incident from occurring again.

Sincerely,

First Rehabilitation Resources Team

7142 Columbia Gateway Drive, Suite 110  
Columbia, MD 21046

## **Steps You Can Take to Further 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, including your state attorney general and the Federal Trade Commission (FTC).

To file a complaint with the FTC, go to [IdentityTheft.gov](http://IdentityTheft.gov) or call 1-877-ID-THEFT (877-438-4338). Complaints filed with the FTC will be added to the FTC's Identity Theft Data Clearinghouse, which is a database made available to law enforcement agencies.

### **Obtain and Monitor Your Credit Report**

We recommend that you 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](http://www.annualcreditreport.com), calling toll-free 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 can access the printable request form at <https://www.annualcreditreport.com/manualRequestForm.action> or fill out the online form at <https://www.annualcreditreport.com/requestReport/requestForm.action>. You may elect to purchase a copy of your credit report by contacting one of the three national credit reporting agencies. Contact information for the three national credit reporting agencies for the purpose of requesting a copy of your credit report or for general inquiries is provided below:

	<b>Equifax</b>	<b>Experian</b>	<b>TransUnion</b>
<b>Contact Information</b>	(866) 349-5191 <a href="http://www.equifax.com">www.equifax.com</a> P.O. Box 740241 Atlanta, GA 30374	(888) 397-3742 <a href="http://www.experian.com">www.experian.com</a> P.O. Box 2002 Allen, TX 75013	(800) 888-4213 <a href="http://www.transunion.com">www.transunion.com</a> 2 Baldwin Place P.O. Box 1000 Chester, PA 19016

### **Consider Placing a Fraud Alert on Your Credit Report**

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 90 days. 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. Additional information is available at [www.annualcreditreport.com](http://www.annualcreditreport.com).

### **Enroll in Complimentary Credit Report Monitoring Services**

In addition, FRR has arranged with Epiq – Privacy Solutions ID to provide you with credit monitoring services for 24 months, at no cost to you. The 3B Credit Monitoring package benefits and instructions on how to enroll are set forth in the attached notice.

## **OTHER IMPORTANT INFORMATION**

### **Security Freeze**

In some US states, you have the right to put a security freeze on your credit file. A security freeze (also known as a credit freeze) makes it harder for someone to open a new account in your name. It 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 apply for a new credit card, wireless phone, or any service that requires a credit check. You must separately place a security freeze on your credit file with each credit reporting agency. 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. There is no charge to request a security freeze or to remove a security freeze.

### **Take Advantage of Additional Free Resources on Identity Theft**

We recommend that you review the tips provided by the Federal Trade Commission's Consumer Information website, a valuable resource with some helpful tips on how to protect your information. Additional information is available at <https://consumer.ftc.gov/identity-theft-and-online-security>.

Maryland residents may also wish to review information provided by the Maryland Attorney General on how to avoid identity theft at <https://oag.maryland.gov/i-need-to/Pages/identity-theft-information.aspx> or at:

Office of the Attorney General  
200 St. Paul Place, 25th Floor,  
Baltimore, MD 21202  
(410) 576-6491 (Identity Theft Unit)  
(888) 743-0023 (Toll-free)  
[idtheft@oag.state.md.us](mailto:idtheft@oag.state.md.us)

District of Columbia residents can obtain information about steps you can take to avoid identity theft from the Office of the Attorney General for the District of Columbia at <https://oag.dc.gov/consumer-protection> or at:

Office of the Attorney General for the District of Columbia  
400 6th Street NW, Suite 10100  
Washington, D.C. 20001  
(202) 442-9828 (Consumer Protection Hotline)  
[consumer.protection@dc.gov](mailto:consumer.protection@dc.gov)

North Carolina residents may obtain information about steps you can take to prevent identity theft from the North Carolina Attorney General at <https://ncdoj.gov/protecting-consumers/protecting-your-identity/protect-yourself-from-id-theft/> or at:

North Carolina Attorney General's Office  
Consumer Protection Division  
9001 Mail Service Center  
Raleigh, NC 27699-9001  
(877) 566-7226 (Toll-free within North Carolina)  
(919) 716-6000  
[consumer@ncdoj.gov](mailto:consumer@ncdoj.gov)



Activation Code: <<Full Name>> <<ACTIVATION CODE>>  
Enrollment Deadline: <<ENROLLMENT DEADLINE>>  
Coverage Length: <<12/24>> Months

## Epiq - Privacy Solutions ID 3B Credit Monitoring

### How To Enroll:

- 1) Visit [www.privacysolutionsid.com](http://www.privacysolutionsid.com) and click “Activate Account”
- 2) Enter the following activation code, <<Activation Code>> and complete the enrollment form
- 3) Complete the identity verification process
- 4) You will receive a separate email from [noreply@privacysolutions.com](mailto:noreply@privacysolutions.com) confirming your account has been set up successfully and will include an Access Your Account link in the body of the email that will direct you to the log-in page
- 5) Enter your log-in credentials
- 6) You will be directed to your dashboard and activation is complete!

### Product Features:

#### **3-Bureau Credit Monitoring with Alerts**

Monitors your credit file(s) with each of the 3 Credit Bureaus for key changes, with alerts such as credit inquiries, new accounts, and public records.

#### **VantageScore® 3.0 Credit Score with Score Tracker<sup>1</sup>**

1-Bureau VantageScore®3.0 (monthly) and Credit Score Tracker.

#### **SSN Monitoring (High Risk Transaction Monitoring, Real-Time Authentication Alerts, Real-Time Inquiry Alerts)**

Detect and prevent common identity theft events outside of what is on your credit report. Real-time monitoring of SSNs across situations like loan applications, employment and healthcare records, tax filings, online document signings and payment platforms, with alerts.

#### **Dark Web Monitoring**

Scans millions of servers, online chat rooms, message boards, and websites across all sides of the web to detect fraudulent use of your personal information, with alerts.

#### **Change of Address Monitoring**

Monitors the National Change of Address (NCOA) database and the U.S. Postal Service records to catch unauthorized changes to users' current or past addresses.

#### **Credit Protection**

3-Bureau credit security freeze assistance with blocking access to the credit file for the purposes of extending credit (with certain exceptions).

#### **Personal Info Protection**

Helps users find their exposed personal information on the surface web—specifically on people search sites and data brokers – so that the user can opt out/remove it.

Helps protect members from ID theft, robo calls, stalkers, and other privacy risks.

#### **Identity Restoration & Lost Wallet Assistance**

Dedicated ID restoration specialists who assist with ID theft recovery and assist with canceling and reissuing credit and ID cards.

#### **Up to \$1M Identity Theft Insurance<sup>2</sup>**

Provides up to \$1,000,000 (\$0 deductible) Identity Theft Event Expense Reimbursement Insurance on a discovery basis. This insurance aids in the recovery of a stolen identity by helping to cover expenses normally associated with identity theft.

#### **Unauthorized Electronic Funds Transfer- UEFT<sup>2</sup>**

Provides up to \$1,000,000 (\$0 deductible) Unauthorized Electronic Funds Transfer Reimbursement. This aids in the recovery of stolen funds resulting from fraudulent activity (occurrence based).

If you need assistance with the enrollment process or have questions regarding Epiq – Privacy Solutions ID 3B Credit Monitoring, please call directly at **866.675.2006**, Monday-Friday 9:00 a.m. to 5:30 p.m., ET.

<sup>1</sup> The credit scores provided are based on the VantageScore® 3.0 model. For three-bureau VantageScore® credit scores, data from Equifax®, Experian®, and TransUnion® are used respectively. Third parties use many different types of credit scores and are likely to use a different type of credit score to assess your creditworthiness.

<sup>2</sup> Identity Theft Insurance is underwritten by insurance company subsidiaries or affiliates of American International Group, Inc. or American Bankers Insurance Company of Florida, an Assurant company. The description herein is a summary and intended for informational purposes only and does not include all terms, conditions, and exclusions of the policies described. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.