



<<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>>,

We are writing to inform you that some of your personal information was involved in a security incident related to Ascension and one of its former business partners. This letter provides you with information about the incident, measures we have taken in response, and the steps you can take to help protect your information.

What Happened? On December 5, 2024, we learned that Ascension patient information may have been involved in a potential security incident. We immediately initiated an investigation to determine whether and how a security incident occurred. Our investigation determined on January 21, 2025, that Ascension inadvertently disclosed information to a former business partner, and some of this information was likely stolen from them due to a vulnerability in third-party software used by the former business partner. We have since reviewed our processes and are working to implement enhanced measures to prevent similar incidents from occurring in the future.

What Information Was Involved? Our investigation determined that the personal information involved in this incident included demographic information, such as your name, address, phone number(s), email address, date of birth, race, gender, and Social Security number (SSN), as well as clinical information related to an inpatient visit, such as place of service, physician name, admission and discharge dates, diagnosis and billing codes, medical record number, and insurance company name. The exact type of information involved depends on the individual.

What Are We Doing? We are offering you two years of complimentary identity monitoring services. These services include Credit Monitoring, Fraud Consultation, and Identity Theft Restoration. We encourage you to take full advantage of this service by contacting Kroll with any questions and activating the free identity monitoring services. Kroll representatives have been fully briefed on the incident and can answer questions or concerns you may have regarding the protection of your personal information.

- Visit <https://enroll.krollmonitoring.com> to activate and take advantage of your identity monitoring services. *You have until <<b2b_text_6 (ActivationDeadline)>> to activate your identity monitoring services.*
- Membership Number: <<Membership Number (S_N)>>

For more information about Kroll and your Identity Monitoring services, you can visit www.info.krollmonitoring.com.

What Can You Do? We regret any inconvenience this incident may cause and are providing you with information about steps you can take to help protect your information. We encourage you to remain vigilant against incidents of identity theft and fraud, review your account statements, and monitor your credit reports for suspicious activity. Here are some steps you can take to help protect your information.

- **Order a Credit Report.** You are entitled under U.S. law to one free credit report annually from each of the three nationwide consumer reporting agencies. To order your free credit report, visit www.annualcreditreport.com or call toll-free at (877) 322-8228.
- **Remain Vigilant.** We encourage you to remain alert for any unsolicited communications regarding your personal information, review your account statements for suspicious activity, and monitor your free credit reports.
- **Review the Enclosed Reference Guide.** The included Reference Guide provides additional information and recommendations on the protection of personal information.

For More Information. We take the privacy and security of our patients' health information seriously and sincerely apologize for this incident. If you have questions, please call our dedicated, toll-free call center at (866) 408-3556, Monday through Friday between 8 a.m. and 5:30 p.m. Central Time, excluding major U.S. holidays.

Sincerely,



Rebecca Kowalsky
Compliance Officer-HIPAA Privacy
Ascension

Reference Guide

Register for 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.

Order Your Free Credit Report. You may obtain a copy of your credit report, free of charge, whether or not you suspect any unauthorized activity on your account. To order your free credit report, visit www.annualcreditreport.com, call toll-free at (877) 322-8228, or complete the Annual Credit Report Request Form on the U.S. Federal Trade Commission's ("FTC") website at www.consumer.ftc.gov and mail it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281. The three nationwide consumer reporting agencies provide free annual credit reports only through the website, toll-free number or request form.

Monitoring. You should always remain vigilant for incidents of fraud and identity theft by reviewing bank and payment card account statements, monitoring your credit reports for suspicious or unusual activity and immediately reporting any suspicious activity or incidents of identity theft.

You can contact the FTC to learn more about how to protect yourself from becoming a victim of identity theft and how to repair identity theft: Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580, (877) IDTHEFT (438-4338), www.ftc.gov/idtheft/.

Consider Placing a Fraud Alert on Your Credit File. To protect yourself from possible identity theft, consider placing a fraud alert on your credit file. A fraud alert tells creditors to follow certain procedures, including contacting you, before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit. Initial fraud alerts last for one year. Victims of identity theft can also get an extended fraud alert for seven years. You can place fraud alerts with the three credit bureaus by phone, by mail, or online (see below). The bureau you contact will notify the other two bureaus about the fraud alert. For more information on fraud alerts, you also may contact the FTC, as described above.

Equifax Fraud Alert

P.O. Box 105069
Atlanta, GA 30348-5069
www.equifax.com/personal/credit-report-services/credit-fraud-alerts/
(800) 685-1111

Experian Fraud Alert

P.O. Box 9554
Allen, TX 75013-9544
www.experian.com/fraud/center.html
(888) 397-3742

TransUnion Fraud Alert

P.O. Box 2000
Chester, PA 19016
www.transunion.com/fraud-victim-resource/place-fraud-alert
(800) 916-8800

Consider Placing a Security Freeze on Your Credit File. You also have the right to place a security freeze on your credit report. A security freeze is intended to prevent credit, loans, and services from being approved in your name without your consent. *Unlike a fraud alert, you must place a security freeze on your credit file at each consumer reporting agency individually.*

To place a security freeze on your credit report, you must make a request to each consumer reporting agency by phone, by mail, or online (see below). The consumer reporting agencies may require proper identification prior to honoring your request, so to place the security freeze for yourself, your spouse, or a minor under the age of 16, you will need to provide your name, address for the past two years, date of birth, Social Security number, proof of identity and proof of address as requested by the credit reporting company. After receiving your freeze request, each credit reporting company will send you a confirmation letter containing a unique PIN (personal identification number) or password, which will be required to lift the freeze, which you can do either temporarily or permanently. It is free to place, lift, or remove a security freeze.

Equifax Security Freeze

P.O. Box 105788

Atlanta, GA 30348-5788

www.equifax.com/personal/credit-report-services/credit-freeze/

(888) 378-4329

Experian Security Freeze

P.O. Box 9554

Allen, TX 75013-9544

www.experian.com/freeze/center.html

(888) 397-3742

TransUnion Security Freeze

P.O. Box 160

Woodlyn, PA 19094

www.transunion.com/credit-freeze

(800) 916-8800

For Iowa Residents. You may contact law enforcement or the Iowa Attorney General's Office to report suspected incidents of identity theft. This office can be reached at: Office of the Attorney General of Iowa, Hoover State Office Building, 1305 E. Walnut Street, Des Moines, IA 50319, (515) 281-5164, www.iowaattorneygeneral.gov.

For Maryland Residents. You can obtain information from the Maryland Office of the Attorney General about steps you can take to avoid identity theft. You may contact the Maryland Attorney General at: Maryland Office of the Attorney General, Consumer Protection Division, 200 St. Paul Place, Baltimore, MD 21202, (888) 743-0023, www.marylandattorneygeneral.gov.

For Massachusetts Residents. You have the right to obtain a police report and request a security freeze as described above. The consumer reporting agencies may require that you provide certain personal information (such as your name, Social Security number, date of birth, and address) and proper identification (such as a copy of a government-issued ID card and a bill or statement) prior to honoring your request to place a security freeze on your account.

For New Mexico Residents. You have rights under the federal Fair Credit Reporting Act ("FCRA"). These include, among others, the right to know what is in your file; to dispute incomplete or inaccurate information; and to have consumer reporting agencies correct or delete inaccurate, incomplete, or unverifiable information. For more information about the FCRA, please visit files.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf or www.ftc.gov.

For New York Residents. You can obtain information from the New York State Office of the Attorney General about how to protect yourself from identity theft and tips on how to protect your privacy online. This office can be reached at: Office of the Attorney General, The Capital, Albany, NY 12224-0341, (800) 771-7755, www.ag.ny.gov.

For North Carolina Residents. You can obtain information from the North Carolina Attorney General's Office about preventing identity theft. You can contact the North Carolina Attorney General at: North Carolina Attorney General's Office, 9001 Mail Service Center, Raleigh, NC 27699-9001, (919) 716-6400, www.ncdoj.gov.

For Oregon Residents. We encourage you to report suspected identity theft to the Oregon Attorney General at: Oregon Department of Justice, 1162 Court Street NE, Salem, OR 97301-4096, (877) 877-9392, www.doj.state.or.us.

For Rhode Island Residents. You may obtain information about preventing and avoiding identity theft from the Rhode Island Office of the Attorney General at: Rhode Island Office of the Attorney General, Consumer Protection Unit, 150 South Main Street, Providence, RI 02903, (401) 274-4400, www.riag.ri.gov.

You have the right to obtain a police report and request a security freeze as described above. The consumer reporting agencies may require that you provide certain personal information (such as your name, Social Security number, date of birth, and address) and proper identification (such as a copy of a government-issued ID card and a bill or statement) prior to honoring your request for a security freeze on your account.

For Washington, D.C. Residents. You may obtain information about preventing and avoiding identity theft from the Office of the Attorney General for the District of Columbia at: Office of the Attorney General for the District of Columbia, 400 6th Street NW, Washington, D.C. 20001, (202)727-3400, www.oag.dc.gov.