

P.O. Box 1907  
Suwanee, GA 30024

<<First Name>> <<Last Name>>  
<<Address 1>>  
<<Address 2>>  
<<City>>, <<State>> <<Zip>>

Enrollment Code: <<XXXXXXXX>>

To Enroll, Scan the QR Code Below:



Or Visit:

<https://app.idx.us/account-creation/protect>

June 6, 2025

**Re: Nationwide Recovery Services, Inc. Data Security Incident**

<<Variable Data 1>>

Dear <<First Name>><<Last Name>>:

Nationwide Recovery Services, Inc. (“NRS”) is a debt collection service provider that experienced a data security incident that may have involved your information. This notice explains the incident, measures NRS has taken, and steps you can take in response.

**What Happened?** On July 11, 2024, NRS discovered suspicious activity related to certain computer systems which resulted in a network outage. NRS immediately took steps to secure its environment and launched an investigation to determine the nature and scope of the activity. NRS determined there was unauthorized access to the NRS network between July 5, 2024 and July 11, 2024, and that certain files were copied from its systems. As a result, NRS began an extensive review of these files to determine what information they contained and to which NRS business partner the information belonged. This review was completed on or about February 3, 2025. On April 9, 2025, NRS provided Select Medical Holdings Corporation with a list of the individuals whose information may have been involved.

**What Information Was Involved?** NRS determined that files containing some of your information may have been accessed and/or acquired as a result of this incident, including your name <<Variable Data 2 – Adult CM Data Elements>>.

**What Was Done in Response.** Upon becoming aware of this incident, NRS immediately took steps to confirm the security of its systems and conduct an investigation. NRS also reviewed existing security policies and implemented additional measures to further protect against similar incidents moving forward. NRS also reported this incident to law enforcement.

**What You Can Do.** You are eligible to receive a free two-year membership to credit monitoring and identity protection services through the company, IDX. These identity protection services include two-year membership to credit and CyberScan monitoring, a \$1,000,000 insurance reimbursement policy, and fully managed identity theft recovery services. These services are completely free to you, and enrolling in this program will not hurt your credit score. For more information on the services, including instructions on how to activate your complimentary two-year membership, please visit <https://app.idx.us/account-creation/protect> or call 1-877-763-4463 and use the Enrollment Code provided above. Please note the deadline to enroll is September 6, 2025. For additional steps you can take in response to this incident, please see the pages that follow this letter.

**For More Information.** If you have additional questions, please call the dedicated, toll-free incident response line at 1-877-763-4463, Monday through Friday, 9:00 a.m. to 9:00 p.m., Eastern Time, excluding major U.S. holidays.



**1. Website and Enrollment.** Scan the QR image or go to <https://app.idx.us/account-creation/protect> and follow the instructions for enrollment using your Enrollment Code provided at the top of the letter.

**2. Activate the credit monitoring** provided as part of your IDX identity protection membership. The monitoring included in the membership must be activated to be effective. Note: You must have established credit and access to a computer and the internet to use this service. If you need assistance, IDX will be able to assist you.

**3. Telephone.** Contact IDX at 1-877-763-4463 to gain additional information about this event and speak with knowledgeable representatives about the appropriate steps to take in response.

### ADDITIONAL STEPS YOU CAN TAKE

It is always advisable to be vigilant for incidents of fraud or identity theft by reviewing your account statements and free credit reports for any unauthorized activity. You may obtain a copy of your credit report, free of charge, once every 12 months from each of the three nationwide credit reporting companies. To order your annual free credit report, please visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call toll free at 1-877-322-8228. Contact information for the three nationwide credit reporting companies is as follows:

- *Equifax*, PO Box 740241, Atlanta, GA 30374, [www.equifax.com](http://www.equifax.com), 1-888-378-4329
- *Experian*, PO Box 2002, Allen, TX 75013, [www.experian.com](http://www.experian.com), 1-888-397-3742
- *TransUnion*, PO Box 2000, Chester, PA 19016, [www.transunion.com/get-credit-report](http://www.transunion.com/get-credit-report), 1-833-799-5355

If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should immediately contact the Federal Trade Commission and/or the Attorney General's office in your state. You can obtain information from these sources about steps an individual can take to avoid identity theft as well as information about fraud alerts and security freezes. You should also contact your local law enforcement authorities and file a police report. Obtain a copy of the police report in case you are asked to provide copies to creditors to correct your records. Contact information for the Federal Trade Commission is as follows:

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

**Fraud Alerts:** There are two types of general fraud alerts you can place on your credit report to put your creditors on notice that you may be a victim of fraud—an initial alert and an extended alert. You may ask that an initial fraud alert be placed on your credit report if you suspect you have been, or are about to be, a victim of identity theft. An initial fraud alert stays on your credit report for one year. You may have an extended alert placed on your credit report if you have already been a victim of identity theft with the appropriate documentary proof. An extended fraud alert stays on your credit report for seven years. To place a fraud alert on your credit reports, contact one of the nationwide credit bureaus. A fraud alert is free. The credit bureau you contact must tell the other two, and all three will place an alert on their versions of your report. For those in the military who want to protect their credit while deployed, an Active Duty Military Fraud Alert lasts for one year and can be renewed for the length of your deployment. The credit bureaus will also take you off their marketing lists for pre-screened credit card offers for two years unless you ask them not to.

**Credit or Security Freezes:** You have the right to put a credit freeze, also known as a security freeze, on your credit file, free of charge, which makes it more difficult for identity thieves to open new accounts in your name. That's because most creditors need to see your credit report before they approve a new account. If they can't see your report, they may not extend the credit. *How do I place a freeze on my credit reports?* There is no fee to place or lift a security freeze. Unlike a fraud alert, you must separately place a security freeze on your credit file at each credit reporting company. For information and instructions to place a security freeze, contact each of the credit reporting agencies at the addresses below:

- **Equifax Security Freeze**, PO Box 105788, Atlanta, GA 30348, [www.equifax.com](http://www.equifax.com)
- **Experian Security Freeze**, PO Box 9554, Allen, TX 75013, [www.experian.com](http://www.experian.com)
- **TransUnion Security Freeze**, PO Box 2000, Chester, PA 19016, [www.transunion.com/credit-freeze](http://www.transunion.com/credit-freeze)

You'll need to supply your name, address, date of birth, Social Security number and other personal information. After receiving your freeze request, each credit bureau will provide you with a unique PIN (personal identification number) or password. Keep the PIN or password in a safe place. You will need it if you choose to lift the freeze. *How do I lift a freeze?* A freeze remains in place until you ask the credit bureau to temporarily lift it or remove it altogether. If the request is made online or by phone, a credit bureau must lift a freeze within one hour. If the request is made by mail, then the bureau must lift the freeze no later than three business days after getting your request.

If you opt for a temporary lift because you are applying for credit or a job, and you can find out which credit bureau the business will contact for your file, you can save some time by lifting the freeze only at that particular credit bureau. Otherwise, you need to make the request with all three credit bureaus.

Select's mailing address is 4714 Gettysburg Road, Mechanicsburg, PA 17055, and its phone number is (717) 972-1100.

**Connecticut Residents:** You may contact and obtain information from your state attorney general at: *Connecticut Attorney General's Office*, 165 Capitol Ave, Hartford, CT 06106, 1-860-808-5318, [www.ct.gov/ag](http://www.ct.gov/ag)

**District of Columbia Residents:** You may contact and obtain information from your attorney general at: *Office of the Attorney General for the District of Columbia*, 441 4th Street NW, Washington, DC 20001, 1-202-727-3400, [www.oag.dc.gov](http://www.oag.dc.gov)

**Massachusetts Residents:** Under Massachusetts law, you have the right to file and obtain a copy of a police report. You also have the right to request a security freeze, as described above. You may contact and obtain information from your state attorney general at: *Office of the Massachusetts Attorney General*, One Ashburton Place, Boston, MA 02108, 1-617-727-8400, [www.mass.gov/ago/contact-us.html](http://www.mass.gov/ago/contact-us.html)