

maximus

Return Mail Processing
PO Box 999
Suwanee, GA 30024



|||*****SNGLP

SAMPLE A. SAMPLE - L02

APT ABC

123 ANY ST

ANYTOWN, US 12345-6789



July 10, 2026

Dear Sample A. Sample:

We are writing on behalf of Maximus US Services, Inc. (Maximus) to notify you of an incident that may have impacted some of your information. Maximus is a contractor to the Nebraska Department of Health and Human Services, Operations, Medicaid (NE DHHS) and provides services to support certain government programs.

What happened?

On April 27, 2026, we learned of a security incident involving the Nebraska Provider Data Management System (PDMS), which Maximus operates. Healthcare providers serving Medicaid enrollees in Nebraska must be enrolled in the PDMS to render services. We promptly began an investigation. That same day we contacted NE DHHS. On April 28, 2026, we reported additional information to NE DHHS. We have been working cooperatively with NE DHHS since then.

We engaged a leading forensic firm to support the investigation and determined on June 16, 2026 that your personal information may have been impacted. We are providing this letter to help you understand what happened, what we are doing, and steps you can take to protect your information. Please read it carefully.

What information was involved?

The information about you that may have been impacted includes your first and last name, date of birth, and Social Security number.

What are we doing?

We worked collaboratively with NE DHHS to enhance our processes. We also notified appropriate law enforcement.

What can you do?

As a precaution, we would like to offer you **24 months** of credit monitoring and other services from Experian. We also want you to know about other protective actions you can take.

How can you enroll in free credit monitoring?

To help protect your identity, we are offering you a **free 24-month** membership in Experian's® IdentityWorksSM. This product gives you identity detection and resolution of identity theft. To activate your membership and start monitoring your personal information please follow the steps below:

- **Enroll by October 31, 2026.** Enrollments must occur by 6:59 pm CDT. (Your code will not work after this date and time.)

- **Visit** the Experian IdentityWorks website to enroll:
www.experianidworks.com/3bplus
- Provide your **activation code**: ABCDEFGHI

If you have questions about the product, need assistance with Identity Restoration that arose as a result of this incident, or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team by October 31, 2026 at 833-745-1429 Monday - Friday, 8 am - 8 pm Central Time (excluding major U.S. holidays). Be prepared to provide engagement number [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, Equifax, and Transunion files for indicators of fraud.
- **Internet Surveillance:** Technology searches the web, chat rooms & bulletin boards 24/7 to identify trading or selling of your personal information on the Dark Web.
- **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.
- **Up to \$1 Million Identity Theft Insurance**:** Provides coverage for certain costs and unauthorized electronic fund transfers.

If you believe there was fraudulent use of your information and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent at 833-745-1429. 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 (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 this Identity Restoration support 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. You will also find self-help tips and information about identity protection at this site.

What if you do not want the credit monitoring service?

If you do not want free credit monitoring, you do not have to do anything.

Below are additional helpful tips you may want to consider to protect personal information.

It is good practice to remain vigilant by reviewing and monitoring financial statements, free credit reports, and accounts for signs of suspicious transactions and activities. Report any indications of suspected fraud or identity theft to local law enforcement, your State's Attorney General's office, or the Federal Trade Commission (FTC).

Federal Trade Commission Consumer Response Center 600 Pennsylvania Avenue NW
Washington, DC 20580 / 1-877-FTC-HELP (382-4357) / www.ftc.gov/idtheft

Your Right to Obtain a Police Report

Under Massachusetts law, you have the right to obtain any police report filed in regard to this incident. If you believe you are the victim of identity theft or fraud, you also have the right to file a police report with your local law enforcement agency and request a copy of that report for your records.

Fraud Alert and Security Freeze Information

You may consider placing a free "Fraud Alert" on your credit file. Fraud Alerts tell potential credit grantors of possible fraudulent activity and to verify your identification before extending credit in your name. A Fraud Alert can make it more difficult for someone to get credit in your name, but also may delay your ability to obtain credit. Fraud alerts generally last one year. Identity theft victims can get an extended fraud alert for seven years.

Call **only one** of the following nationwide credit reporting companies to place your Fraud Alert. As soon as the credit reporting company confirms your Fraud Alert, they will forward your alert request to the other two nationwide credit reporting companies.

Equifax PO Box 105069 Atlanta, GA 30348-5069 www.equifax.com/personal/credit-report-services/credit-fraud-alerts 1-888-378-4329	TransUnion PO Box 2000 Chester, PA 19016 www.transunion.com/fraud-alerts 1-800-680-7289	Experian PO Box 9554 Allen, TX 75013 www.experian.com/fraud 1-888-397-3742
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You also have the right to request a free Security Freeze (aka "Credit Freeze") on your credit file by contacting **each** of the three nationwide credit reporting companies via the channels outlined below. A Credit Freeze can make it more difficult for someone to get credit in your name, but also may delay your ability to obtain credit. You may also contact any of the credit reporting companies or the FTC for more information regarding Fraud Alerts and security freezes at:

Equifax Security Freeze PO Box 105788 Atlanta, GA 30348-5788 www.equifax.com/personal/credit-report-services/credit-freeze/ 1-888-298-0045	TransUnion Security Freeze PO Box 2000 Chester, PA 19016 www.transunion.com/credit-freeze 1-800-916-8800	Experian Security Freeze PO Box 9554 Allen, TX 75013 www.experian.com/freeze 1-888-397-3742
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Maximus takes the privacy and security of your personal information very seriously and regrets this incident occurred. If you have any questions or concerns, please call 833-745-1429 (toll-free), Monday through Friday, from 8 am - 8 pm Central Time (excluding major U.S. holidays). Be prepared to provide your engagement number [Engagement Number]. You may also contact us by mail at: 1600 Tysons Blvd, Suite 1400, McLean VA 22102.

Sincerely,

Maximus Privacy and Data Protection Office

* 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.