



Return to IDX:
P.O. Box 989728
West Sacramento, CA 95798-9728

<<First Name>> <<Last Name>>
<<Address1>> <<Address2>>
<<City>>, <<State>> <<Zip>>
<<Country>> or <<IMB>>

Enrollment Code: <<XXXXXXXX>>
Enrollment Deadline: November 14, 2026

To Enroll, Scan the QR Code Below:



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

August 14, 2026

Notice of Data Breach

Dear <<First Name>> <<Last Name>>,

What Happened

Medical Express PSI (“MedEx”) discovered on June 17, 2026 that an unauthorized individual had gained access to several MedEx employee email accounts. We acted quickly to disable that access and engaged an outside cybersecurity firm to investigate. The investigation determined that the access began on June 16, 2026, and that the individual took deliberate steps to conceal their activity. For that reason, we conducted a careful, message-by-message review of the affected accounts to determine whose information was involved.

What Information Was Involved

Our review determined that the following information relating to you may have been present in the affected email accounts: **your name**, <<Variable 1>>.

What We Are Doing

Upon discovering the incident, we disabled the unauthorized access, launched a full forensic investigation with outside specialists, and reviewed the affected accounts to identify the information involved. We have notified the appropriate regulatory authorities and have taken, and are continuing to take, steps to further strengthen the security of our email systems and safeguards.

In addition, we are offering identity theft protection services through IDX, the data breach and recovery services expert, at no cost to you. IDX identity protection services include: <<12/24>> months of credit and CyberScan monitoring, a \$1,000,000 insurance reimbursement policy, and fully managed ID theft recovery services. With this protection, IDX will help you resolve issues if your identity is compromised.

What You Can Do

We encourage you to contact IDX with any questions and to enroll in the free identity protection services by calling 1-888-201-7522, going to <https://app.idx.us/account-creation/protect>, or scanning the QR image and using the Enrollment Code provided above. IDX representatives are available Monday through Friday from 9 a.m. – 9 p.m. Eastern Time.

Again, at this time, there is no evidence that your information has been misused. However, we encourage you to take full advantage of this service offering. IDX representatives have been fully versed on the incident and can answer any questions or concerns you may have regarding protection of your personal information.

For More Information

You will find detailed instructions for enrollment on the enclosed Recommended Steps document. You will need to reference the enrollment code at the top of this letter when calling or enrolling online, so please do not discard this letter. Please call 1-888-201-7522 or go to <https://app.idx.us/account-creation/protect> for assistance or for any additional questions you may have.

Sincerely,

A handwritten signature in black ink, appearing to read "CL", enclosed within a thin black rectangular border.

Chris Leonard
Chief Executive Officer
Medical Express PSI
(Enclosure)

Recommended Steps to Help Protect Your Information

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. Please note the deadline to enroll is November 14, 2026.

2. Telephone. Contact IDX at 1-888-201-7522 to gain additional information about this event and speak with knowledgeable representatives about the appropriate steps to take to protect your identity.

3. Review your credit reports. We recommend that you remain vigilant by reviewing account statements and monitoring your credit reports. Under federal law, you are entitled every 12 months to one free copy of your credit report from each of the three major credit reporting companies. To obtain a free annual credit report, go to www.annualcreditreport.com or call 1-877-322-8228.

4. Report suspicious activity and your right to a police report. If you discover any suspicious items and have enrolled in IDX identity protection, notify them immediately. You also have the right to file a police report if you ever experience identity fraud. To file a report with law enforcement for identity theft, you will likely need to provide proof that you have been a victim. You can report suspected identity theft to local law enforcement or to your state Attorney General.

5. Place Fraud Alerts with the three credit bureaus. A fraud alert tells creditors to follow certain procedures, including contacting you, before they open any new accounts or change your existing accounts. You may place a fraud alert by contacting any one of the three bureaus below; when one confirms your alert, the others are notified as well. An initial fraud alert lasts one year.

Equifax Fraud Reporting 1-866-349-5191 P.O. Box 105069 Atlanta, GA 30348-5069 www.equifax.com	Experian Fraud Reporting 1-888-397-3742 P.O. Box 9554 Allen, TX 75013 www.experian.com	TransUnion Fraud Reporting 1-800-680-7289 P.O. Box 2000 Chester, PA 19022-2000 www.transunion.com
--	--	---

6. Security Freeze. By placing a security freeze, someone who fraudulently acquires your personal identifying information will not be able to use it to open new accounts or borrow money in your name. Contact each of the three national credit reporting bureaus listed above to place the freeze. There is no charge to place, temporarily lift, or permanently remove a security freeze.

7. Additional resources. You can obtain additional information about the steps you can take to avoid identity theft from the following agencies. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint.

California Residents: Visit the California Office of Privacy Protection (www.oag.ca.gov/privacy) for additional information on protection against identity theft. Office of the Attorney General of California, 1300 I Street, Sacramento, CA 95814, Telephone: 1-800-952-5225.

Kentucky Residents: Office of the Attorney General of Kentucky, 700 Capitol Avenue, Suite 118, Frankfort, KY 40601, www.ag.ky.gov, Telephone: 1-502-696-5300.

Maryland Residents: Office of the Attorney General of Maryland, Consumer Protection Division, 200 St. Paul Place, Baltimore, MD 21202, <https://oag.maryland.gov>, Telephone: 1-888-743-0023.

New Mexico Residents: You have rights pursuant to the Fair Credit Reporting Act, including the right to be told if information in your credit file has been used against you, to know what is in your credit file, to ask for your credit score, and to dispute incomplete or inaccurate information. You may review your rights at www.consumerfinance.gov, or by writing Consumer Response Center, Room 130-A, Federal Trade Commission, 600 Pennsylvania Ave. N.W., Washington, D.C. 20580.

New York Residents: Office of the Attorney General, The Capitol, Albany, NY 12224-0341; 1-800-771-7755; <https://ag.ny.gov/>.

North Carolina Residents: Office of the Attorney General of North Carolina, 9001 Mail Service Center, Raleigh, NC 27699-9001, www.ncdoj.gov, Telephone: 1-919-716-6400.

Oregon Residents: Oregon Department of Justice, 1162 Court Street NE, Salem, OR 97301-4096, www.doj.state.or.us, Telephone: 1-877-877-9392.

Rhode Island Residents: Office of the Attorney General, 150 South Main Street, Providence, RI 02903, www.riag.ri.gov, Telephone: 1-401-274-4400.

All U.S. Residents: Identity Theft Clearinghouse, Federal Trade Commission, 600 Pennsylvania Avenue NW, Washington, DC 20580, <https://consumer.ftc.gov>, 1-877-IDTHEFT (438-4338), TTY: 1-866-653-4261.



Return to IDX:
P.O. Box 989728
West Sacramento, CA 95798-9728

To the Parent or Guardian of
<<First Name>> <<Last Name>>
<<Address1>> <<Address2>>
<<City>>, <<State>> <<Zip>>
<<Country>> or <<IMB>>

Enrollment Code: <<XXXXXXXX>>
Enrollment Deadline: November 14, 2026

To Enroll, Scan the QR Code Below:



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

August 14, 2026

Notice of Data Breach

Dear Parent or Guardian of <<First Name>> <<Last Name>>,

What Happened

Medical Express PSI (“MedEx”) discovered on June 17, 2026 that an unauthorized individual had gained access to several MedEx employee email accounts. We acted quickly to disable that access and engaged an outside cybersecurity firm to investigate. The investigation determined that the access began on June 16, 2026, and that the individual took deliberate steps to conceal their activity. For that reason, we conducted a careful, message-by-message review of the affected accounts to determine whose information was involved.

What Information Was Involved

Our review determined that the following information relating to your child may have been present in the affected email accounts: **your child’s name**, <<Variable 1>>.

What We Are Doing

Upon discovering the incident, we disabled the unauthorized access, launched a full forensic investigation with outside specialists, and reviewed the affected accounts to identify the information involved. We have notified the appropriate regulatory authorities and have taken, and are continuing to take, steps to further strengthen the security of our email systems and safeguards.

In addition, we are offering identity theft protection services through IDX, the data breach and recovery services expert, at no cost to you. IDX identity protection services include: <<12/24>> months of CyberScan monitoring, a \$1,000,000 insurance reimbursement policy, and fully managed ID theft recovery services. With this protection, IDX will help you resolve issues if your child’s identity is compromised.

What You Can Do

We encourage you to contact IDX with any questions and to enroll in the free identity protection services by calling 1-888-201-7522, going to <https://app.idx.us/account-creation/protect>, or scanning the QR image and using the Enrollment Code provided above. IDX representatives are available Monday through Friday from 9 a.m. – 9 p.m. Eastern Time.

Again, at this time, there is no evidence that your child's information has been misused. However, we encourage you to take full advantage of this service offering. IDX representatives have been fully versed on the incident and can answer any questions or concerns you may have regarding protection of your child's personal information.

For More Information

You will find detailed instructions for enrollment on the enclosed Recommended Steps document. You will need to reference the enrollment code at the top of this letter when calling or enrolling online, so please do not discard this letter. Please call 1-888-201-7522 or go to <https://app.idx.us/account-creation/protect> for assistance or for any additional questions you may have.

Sincerely,

A handwritten signature in black ink, appearing to be 'CL' or 'Chris Leonard', enclosed in a thin black rectangular border.

Chris Leonard
Chief Executive Officer
Medical Express PSI
(Enclosure)

Recommended Steps to Help Protect Your Child's Information

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. Please note the deadline to enroll is November 14, 2026.

2. Telephone. Contact IDX at 1-888-201-7522 to gain additional information about this event and speak with knowledgeable representatives about the appropriate steps to take to protect your child's identity.

3. Review your credit reports. We recommend that you remain vigilant by reviewing account statements and monitoring your credit reports. Under federal law, you are entitled every 12 months to one free copy of your credit report from each of the three major credit reporting companies. To obtain a free annual credit report, go to www.annualcreditreport.com or call 1-877-322-8228.

4. Report suspicious activity and your right to a police report. If you discover any suspicious items and have enrolled in IDX identity protection, notify them immediately. You also have the right to file a police report if you ever experience identity fraud. To file a report with law enforcement for identity theft, you will likely need to provide proof that you have been a victim. You can report suspected identity theft to local law enforcement or to your state Attorney General.

5. Place Fraud Alerts with the three credit bureaus. A fraud alert tells creditors to follow certain procedures, including contacting you, before they open any new accounts or change your existing accounts. You may place a fraud alert by contacting any one of the three bureaus below; when one confirms your alert, the others are notified as well. An initial fraud alert lasts one year.

Equifax Fraud Reporting 1-866-349-5191 P.O. Box 105069 Atlanta, GA 30348-5069 www.equifax.com	Experian Fraud Reporting 1-888-397-3742 P.O. Box 9554 Allen, TX 75013 www.experian.com	TransUnion Fraud Reporting 1-800-680-7289 P.O. Box 2000 Chester, PA 19022-2000 www.transunion.com
--	--	---

6. Security Freeze. You may place a free credit freeze for a child. By placing a security freeze, someone who fraudulently acquires your child's personal identifying information will not be able to use it to open new accounts or borrow money in your child's name. Contact each of the three national credit reporting bureaus listed above to place the freeze. There is no charge to place, temporarily lift, or permanently remove a security freeze.

7. Additional resources. You can obtain additional information about the steps you can take to avoid identity theft from the following agencies. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint.

California Residents: Visit the California Office of Privacy Protection (www.oag.ca.gov/privacy) for additional information on protection against identity theft. Office of the Attorney General of California, 1300 I Street, Sacramento, CA 95814, Telephone: 1-800-952-5225.

Kentucky Residents: Office of the Attorney General of Kentucky, 700 Capitol Avenue, Suite 118, Frankfort, KY 40601, www.ag.ky.gov, Telephone: 1-502-696-5300.

Maryland Residents: Office of the Attorney General of Maryland, Consumer Protection Division, 200 St. Paul Place, Baltimore, MD 21202, <https://oag.maryland.gov>, Telephone: 1-888-743-0023.

New Mexico Residents: You have rights pursuant to the Fair Credit Reporting Act, including the right to be told if information in your credit file has been used against you, to know what is in your credit file, to ask for your credit score, and to dispute incomplete or inaccurate information. You may review your rights at www.consumerfinance.gov, or by writing Consumer Response Center, Room 130-A, Federal Trade Commission, 600 Pennsylvania Ave. N.W., Washington, D.C. 20580.

New York Residents: Office of the Attorney General, The Capitol, Albany, NY 12224-0341; 1-800-771-7755; <https://ag.ny.gov/>.

North Carolina Residents: Office of the Attorney General of North Carolina, 9001 Mail Service Center, Raleigh, NC 27699-9001, www.ncdoj.gov, Telephone: 1-919-716-6400.

Oregon Residents: Oregon Department of Justice, 1162 Court Street NE, Salem, OR 97301-4096, www.doj.state.or.us, Telephone: 1-877-877-9392.

Rhode Island Residents: Office of the Attorney General, 150 South Main Street, Providence, RI 02903, www.riag.ri.gov, Telephone: 1-401-274-4400.

All U.S. Residents: Identity Theft Clearinghouse, Federal Trade Commission, 600 Pennsylvania Avenue NW, Washington, DC 20580, <https://consumer.ftc.gov>, 1-877-IDTHEFT (438-4338), TTY: 1-866-653-4261.