



Important Notice: Privacy Incident Involving Your Information

From Denise Lovato <denisel@acumen2.net>

Date Fri 1/30/2026 9:05 AM

Cc [REDACTED] Compliance <compliance@acumen2.net>

This email was sent securely via Microsoft M365

We are writing to inform you of a recent incident involving your personal information. While we are not permitted to share specific details of how the exposure occurred, we want to assure you that we are taking this matter seriously. It is important to us that you are fully informed of any situation that may affect your privacy.

What Happened?

We recently discovered that certain elements of your protected information were potentially exposed to another individual. This error was immediately reported to the MA PDP program.

What Information Was Involved?

The information involved in this incident includes your name, Provider ID, Provider Username, Password and Pin.

What We Are Doing

We immediately took steps to contain the incident and conducted a thorough investigation to understand what happened. Our team has reviewed our processes to ensure that this type of error does not happen again. We are also reinforcing staff training on our privacy practices to help prevent future incidents.

What You Can Do

At this time, there is no evidence that your information has been misused. However, as a precaution, you may place a freeze on your credit report for free by contacting each of the three major credit reporting agencies. You can submit your request online, by phone, or by mail.

Experian	TransUnion	Equifax
<p><u>Online</u> https://www.experian.com/help/credit-freeze/ 888-397-3742 Experian Security Freeze P.O. Box 9554 Allen, TX 75013</p>	<p><u>Online</u> https://www.transunion.com/credit-freeze 800-916-8800 TransUnion P.O. Box 160 Woodlyn, PA 19094</p>	<p><u>Online</u> https://www.equifax.com/personal/credit-report-services/credit-freeze/ 888-298-0045 Equifax Information Services LLC P.O. Box 105788 Atlanta, GA 30348-5788</p>

Our Commitment to You

We deeply regret any concern or inconvenience this incident may have caused you. Protecting your privacy is a top priority for us, and we are committed to maintaining the confidentiality of your information.

If you have any questions or would like more information, please do not hesitate to contact us directly by phone at 480-295-3304, or email at qlc@acumen2.net. We are here to assist you in any way we can.

Thank you for your understanding and continued trust.

Sincerely,

Denise Lovato,

Compliance Analyst

Acumen Fiscal Agent, LLC



Denise Lovato, Compliance Analyst

Acumen Fiscal Agent

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