

Life Bridges, Inc.

Secure Processing Center
P.O. Box 62
Farmingdale, NY 11735

Postal Endorsement Line

<<Full Name>>

<<Address 1>>

<<Address 2>>

<<Address 3>>

<<City>>, <<State>> <<Zip>>

<<Country>>

***Postal IMB Barcode

August 20, 2026

<<Variable Data 1>>

Dear <<Full Name>>,

We are writing to inform you that Life Bridges, Inc. (“Life Bridges” or “we”) experienced a data incident (the “Incident”) that potentially involved your personal information (“Information”). Life Bridges most likely has your Information because you or your family member worked or received services at Life Bridges. This letter provides you with information about this Incident, our response, steps you can take, and if necessary, information on where to direct your questions. Additionally, although we are unaware of any identity theft or fraud in relation to the Incident, as a precaution we have also provided steps you can take to protect your Information, which include an offer for <<CM Duration>> months of credit monitoring at no cost to you.

What Happened?

On June 22, 2026, Life Bridges identified unauthorized activity within its systems. We immediately began an investigation and took steps to contain the situation, including taking our systems offline, changing passwords, notifying local and federal law enforcement, and engaging cybersecurity and privacy professionals to assist.

The investigation found evidence that an unauthorized actor accessed Life Bridges’s systems from June 17, 2026 through June 22, 2026 and copied certain data. We have worked continuously since identifying this Incident to investigate the nature of the Information impacted, in order to notify individuals as soon as possible. While our investigation has found no evidence that the unauthorized actor has misused any Information for identity theft or fraud in connection with this Incident, we are providing this notice to all individuals who may be potentially affected by this situation.

What Information Was Involved?

Based on the findings of the investigation, the following types of Information may have been impacted: name and demographic information such as address, date of birth, driver license number, Social Security number, clinical information such as diagnosis and medical condition, lab results, and treatment information including date(s) of service, and financial information such as insurance claims information, financial account information, and/or debit card information, and other identifiers including medical record number, Medicare number, Medicaid number or managed care organization number. Note that not every type of data listed was present for each individual, so this list may include many more types of data than pertain to you.

What We Are Doing.

We take this Incident and the security of your Information in our care seriously. Upon identifying this Incident, we promptly began an investigation, isolated potentially impacted systems, disabled relevant user accounts, initiated a global password reset, notified federal law enforcement, and engaged data security and privacy professionals to assist with our investigation and response.

To assist you in protecting your Information, we are offering <<CM Duration>> months of complimentary credit monitoring and identity theft protection services through Experian.

What Can You Do?

To help protect your identity, we are offering complimentary access to Experian IdentityWorksSM for <<CM Duration>> months. While identity restoration assistance is immediately available to you, we also encourage you to activate the complimentary <<CM Duration>>-month membership to Experian IdentityWorks and its fraud detection tools. This product provides you with superior identity detection and resolution of identity theft. To start monitoring your personal information, please follow the steps below:

- You must enroll by <<Enrollment Deadline>> (Your code will not work after this date).
- Visit the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/3bcredit>
- Provide your activation code:<<Activation Code>>

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 at (877) 288-8057 by <<Enrollment Deadline>>. Be prepared to provide engagement number <<Engagement Number>> as proof of eligibility for the Identity Restoration services by Experian

Out of an abundance of caution, Life Bridges encourages individuals to remain vigilant, regularly monitor free credit reports, review account statements and explanation of benefits forms, report any suspicious activity to financial institutions, and monitor free credit reports for suspicious activity and to detect errors. Under U.S. law, individuals are entitled to one (1) free credit report annually from each of the three (3) major credit reporting bureaus. Please also review the "Additional Resources" section included with this letter, which outlines other resources you can utilize to protect your Information.

For More Information.

If you have additional questions, you may call our toll-free assistance line at 888-650-4993 Monday through Friday from 9:00 am to 9:00 pm Eastern Time (excluding U.S. holidays).

Sincerely,



Diana Jackson, MSW, LCSW
Chief Executive Officer

Encl.

ADDITIONAL RESOURCES

Contact information for the three (3) nationwide credit reporting agencies:

Equifax, PO Box 740241, Atlanta, GA 30374, www.equifax.com/personal/credit-report-services, 1-800-685-1111

Experian, PO Box 2104, Allen, TX 75013, www.experian.com/help, 1-888-397-3742

TransUnion, PO Box 2000, Chester, PA 19016, <https://www.transunion.com/data-breach-help>, 1-833-395-6938

Free Credit Report. It is recommended that you remain vigilant for incidents of fraud and identity theft by reviewing account statements and monitoring your credit report for unauthorized activity. You may obtain a copy of your credit report, free of charge, once every twelve (12) months from each of the three (3) nationwide credit reporting agencies.

To order your annual free credit report please visit **www.annualcreditreport.com** or call toll free at **1-877-322-8228**.

You can also order your annual free credit report by mailing a completed Annual Credit Report Request Form (available from the U.S. Federal Trade Commission's ("FTC") website at www.consumer.ftc.gov) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281.

For Massachusetts residents: You may obtain one (1) or more (depending on the state) additional copies of your credit report, free of charge. You must contact each of the credit reporting agencies directly to obtain such additional report(s).

Fraud Alert. You may place a fraud alert in your file by calling one (1) of the three (3) nationwide credit reporting agencies above. 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.

Security Freeze. You may obtain a security freeze on your credit report, free of charge, to protect your privacy and confirm that credit is not granted in your name without your knowledge. You may also submit a declaration of removal to remove information placed in your credit report as a result of being a victim of identity theft. You have a right to place a security freeze on your credit report, free of charge, or submit a declaration of removal pursuant to the Fair Credit Reporting Act ("FCRA").

The security freeze will prohibit a consumer reporting agency from releasing any information in your credit report without your express authorization or approval. The security freeze is designed to prevent credit, loans, and services from being approved in your name without your consent. When you place a security freeze on your credit report, you will be provided with a personal identification number, password, or similar device to use if you choose to remove the freeze on your credit report or to temporarily authorize the release of your credit report to a specific party or parties or for a specific period of time after the freeze is in place.

To place a security freeze on your credit report, you may be able to use an online process, an automated telephone line, or a written request to any of the three (3) credit reporting agencies listed above. The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse, this information must be provided for them as well): (1) full name, with middle initial, and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past five years; and (5) any applicable incident report or complaint with a law enforcement agency or Department of Motor Vehicles. The request must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, and display your name, current mailing address, and the date of issue.

FTC and State Attorneys General Offices. 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 FTC and/or the Attorney General's office in your home state. You may also contact these agencies for information on how to prevent or avoid identity theft.

You may contact the **Federal Trade Commission**, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580, www.ftc.gov/bcp/edu/microsites/idtheft/, 1-877-IDTHEFT (438-4338).

Reporting of identity theft and obtaining a police report. You have the right to obtain any police report filed in the United States in regard to this incident. If you are the victim of fraud or identity theft, you also have the right to file a police report.

For Connecticut Residents: You may contact the Connecticut Office of the Attorney General, 165 Capitol Avenue, Hartford, CT 06106, www.ct.gov/ag, 1-860-808-5318.

For Massachusetts Residents: You may contact the Office of the Massachusetts Attorney General, 1 Ashburton Place, Boston, MA 02108, 1-617-727-8400, www.mass.gov/ago/contact-us.html. You have the right to obtain a police report if you are a victim of identity theft.

For Pennsylvania Residents: You may contact the Pennsylvania Office of the Attorney General, Bureau of Consumer Protection, 15th Floor, Strawberry Square, Harrisburg, PA 17120, www.attorneygeneral.gov, 1-800-441-2555.

Protecting Medical Information.

If you are concerned about protecting your medical information, the following practices can provide additional safeguards to protect against medical identity theft.

- Only share your health insurance cards with your health care providers and other family members who are covered under your insurance plan or who help you with your medical care.
- Review your “explanation of benefits statement” which you receive from your health insurance company. Follow up with your insurance company or care provider for any items you do not recognize. If necessary, contact the care provider on the explanation of benefits statement and ask for copies of medical records from the date of the potential access (noted above) to current date.
- Ask your insurance company for a current year-to-date report of all services paid for you as a beneficiary. Follow up with your insurance company or the care provider for any items you do not recognize.