



P.O. Box 989728
West Sacramento, CA 95798-9728

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

Enrollment Code: <<XXXXXXXXXX>>
Enrollment Deadline: December 4, 2026

To Enroll, Scan the QR Code Below:



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

<<Date>>

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

Alvita Care Holdings (“Alvita Care” or the “Company”) values its caregivers and takes seriously its obligation to protect your personal information. Unfortunately, we recently learned that Alvita Care was the victim of a security incident. We are sending you this letter to provide information about the incident and to share the steps that Alvita Care has taken to address it.

On June 22, 2026, the Company received information about an unknown third party claiming to be in possession of Alvita Care data. The Company immediately took steps to ensure that its systems are secure and commenced a comprehensive investigation with the assistance of a leading cybersecurity firm. Ultimately, the investigation determined that, though a third-party software application used to manage client services, the unauthorized third party was able to extract certain Alvita Care data from the Company’s information systems between March 25 and June 26, 2026.

We have no evidence that your personal information has been misused. After a lengthy and thorough analysis of this incident however, our review determined that the potentially impacted data contained your <<Categories of Data>>.

Nevertheless, as a precautionary measure, Alvita Care is offering you complimentary identity protection services through IDX, a leader in consumer identity protection. These services include <<Membership Offering Length>> of credit monitoring,¹ CyberScan monitoring, a \$1,000,000 insurance reimbursement policy, and fully managed ID recovery services. With this protection, IDX will help you resolve issues if your identity is compromised.

You can contact IDX with any questions or if you wish to enroll in the free identity protection services by calling 1-888-201-2039, going to <https://app.idx.us/account-creation/protect>, or scanning the QR image and using the Enrollment Code provided above. Please note the deadline to enroll is December 4, 2026.

In addition to the offer of identity protection services, we have provided with this letter information on steps you can take to protect the security of your personal information, which we encourage you to review carefully.

Alvita Care takes your trust and this incident very seriously, and we have already taken steps to prevent any recurrence. We have implemented measures to reinforce our already robust information security safeguards, and will continue to identify and implement necessary measures to further enhance the security of our systems. We also have reported this incident to law enforcement and are cooperating with the investigation.

¹ To receive credit monitoring services, you must be over the age of 18 and have established credit in the U.S., have a Social Security number in your name, and have a U.S. residential address associated with your credit file.

The Company regrets any inconvenience this incident may cause you. Should you have any questions or need assistance, our dedicated call center is available to assist you at 1-888-201-2039, between 9 AM and 9 PM (ET), Monday through Friday, excluding US holidays.

Sincerely,

Tracy Ongena
Founder, CEO
Alvita Care Holdings
231 W 29th Street, #400
New York, NY 10001

Enrollment Instructions

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 for enrollment is December 4, 2026.

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 1-888-201-2039 to gain additional information about this event and speak with knowledgeable representatives about the appropriate steps to take to protect your credit identity.

Steps You Can Take to Help Protect Your Personal Information

Review Your Account Statements and Notify Law Enforcement of Suspicious Activity: You should remain vigilant by reviewing your account statements and credit reports closely for any suspicious activity. If you detect any suspicious activity on an account, you should promptly notify the financial institution or company with which the account is maintained. You also should promptly report any fraudulent activity or any suspected incidence of identity theft to proper law enforcement authorities, your state attorney general, and/or the Federal Trade Commission (the "FTC").

Review Your Credit Reports: You may obtain a free copy of your credit report from each of the three major credit reporting agencies once a week. You can do so by visiting www.annualcreditreport.com, calling toll-free 1-877-322-8228, or by completing an Annual Credit Report Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348. You also can contact one of the following three national credit reporting agencies:

Equifax

P.O. Box 105851
Atlanta, GA 30348
1-800-525-6285
www.equifax.com

Experian

P.O. Box 9532
Allen, TX 75013
1-888-397-3742
www.experian.com

TransUnion

P.O. Box 2000
Chester, PA 19016
1-800-916-8800
www.transunion.com

Fraud Alert: You may want to consider placing a fraud alert on your credit report. An initial fraud alert is free and will stay on your credit file for at least one year. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any accounts in your name. To place a fraud alert on your credit report, contact any of the three credit reporting agencies identified above. Additional information is available at www.annualcreditreport.com.

Security Freeze: You have the right to put a security freeze on your credit file at no cost. This will prevent new credit from being opened in your name without the use of a PIN number that is issued to you when you initiate the freeze. A security freeze is designed to prevent potential creditors from accessing your credit report without your consent. As a result, using a security freeze may interfere with or delay your ability to obtain credit. You must separately place a security freeze on your credit file with each credit reporting agency. In order to place a security freeze, you may be required to provide the consumer reporting agency with information that identifies you including your full name, Social Security number, date of birth, current and previous addresses, a copy of your state-issued identification card, and a recent utility bill, bank statement or insurance statement.

Additional Free Resources: You can obtain information from the consumer reporting agencies, the FTC, or from your respective state Attorney General about fraud alerts, security freezes, and steps you can take toward preventing identity theft. You may report suspected identity theft to local law enforcement and obtain a police report, or to the FTC or to the Attorney General in your state.

Federal Trade Commission

600 Pennsylvania Ave, NW
Washington, DC 20580
consumer.ftc.gov
877-438-4338

Maryland Attorney General

200 St. Paul Place
Baltimore, MD 21202
<https://oag.maryland.gov>
888-743-0023

North Carolina Attorney General

9001 Mail Service Center
Raleigh, NC 27699
877-566-7226
ncdoj.gov/protectingconsumers/

NY Bureau of Internet and Technology

28 Liberty Street
New York, NY 10005
www.dos.ny.gov/consumerprotection/
212-416-8433

New York Attorney General

The Capitol
Albany, NY 12224
800-771-7755
ag.ny.gov