Express Scripts
One Express Way, HQ2E03
St. Louis, MO 63121



October 7, 2026

Re: Reference Number:

Dear Name

Freedom Fertility, an Evernorth company, is committed to protecting the confidentiality of customer information. The purpose of this letter is to notify you of a potential disclosure of your information. Due to an employee inaccuracy, your personal information was e-mailed to an unauthorized recipient. The incident occurred on September 19, 2026, and was discovered on September 22, 2026. The e-mail could have included your:

- E-mail address
- Name
- Diagnosis /Condition

Freedom Fertility and its Privacy Office have thoroughly investigated the circumstances surrounding this situation and have taken steps to help mitigate any harm that might result from the disclosure. To prevent this from happening again, Freedom Fertility has disciplined the employee responsible.

If you have reason to believe that your personal information is being misused, you should contact your local law enforcement authorities to file a police report. For more guidance on how to protect your personal information, contact the Federal Trade Commission at www.ftc.gov or (877) 438-4338.

We take our role of safeguarding your information very seriously. We want to assure you that if a potential disclosure of patient information is brought to our attention, it is investigated and analyzed thoroughly. We regret this situation has occurred and we extend our apologies to you.

Please direct any inquiries regarding this matter to Name at telephone. You may also contact the Privacy Office at Express Scripts, Inc., Mail Stop HQ2E03, One Express Way, St. Louis, MO 63121, or email us at Privacy@Express-Scripts.com. Please reference the following number when contacting the Privacy Office.

Sincerely,

Fallon DePina Banks
Chief Privacy Officer
Freedom Fertility