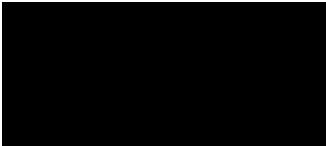




2285 BENDEN DRIVE • WOOSTER, OHIO 44691 • TELEPHONE 330-264-9029 • FAX 330-264-7251

February 9, 2026



[VARIABLE TEXT 1]

Dear [REDACTED],

We are writing to provide you with information regarding a data security incident (the “Incident”) experienced by the Counseling Center of Wayne & Holmes Counties (the “Counseling Center” or “we”) that may have involved your personal information (“Information”). The Counseling Center’s priority is the care and well-being of the individuals we serve. This letter provides you with information about this Incident, our response, and information on where to direct your questions. To allow for additional safety measures, we have also provided steps you can take to protect your Information, which includes an offer for [12 or 24] months of credit monitoring at no cost to you.

### **What Happened?**

On March 3, 2025, we were alerted to suspicious activity by our third-party service provider after experiencing a disruption in our systems. Upon learning this, we immediately began an internal investigation, and started taking steps to identify, contain, and address any unauthorized activity. We removed any systems we believed were impacted, reset account credentials, and engaged leading data security and privacy professionals to assist in a thorough forensic investigation.

The forensic investigation determined that an unauthorized entity likely gained access to one (1) of the Counseling Center’s servers on March 2, 2025, and took information from our systems on March 3, 2025. Due to the swift response of our team, we were able to contain the Incident and minimize any further unauthorized activity.

### **What Information Was Involved?**

We may have collected your Information because you received services from the Counseling Center or have been employed by the Counseling Center. Based on our findings from the investigation, the following types of Information may have been impacted: name, <<Data Elements>>.

### **What We Are Doing.**

We take this Incident and the safety of the individuals that we serve very seriously. Upon becoming aware of the Incident, we took immediate action to contain the situation and have worked closely with data security and privacy professionals to further strengthen our existing, significant safeguards. After determining unauthorized activity had occurred, we began a thorough analysis of

the information involved to identify those potentially affected and notify them. This data analysis concluded on December 9, 2025, and we have worked continuously to notify affected individuals and appropriate regulatory authorities.

To assist you in protecting your information, we are offering [12 or 24] 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 [12 or 24] months. While identity restoration assistance is immediately available to you, we also encourage you to activate the complimentary [12 or 24]-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 **April 30, 2026** (Your code will not work after this date).
- Visit the Experian IdentityWorks website to enroll:  
<https://www.experianidworks.com/1Bcredit>.
- Provide your activation code: [REDACTED].

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 [REDACTED] by April 30, 2026. Be prepared to provide engagement number [engagement #] as proof of eligibility for the Identity Restoration services by Experian.

Although we have no evidence that an individual's personal information has been used for identity theft or fraud, it is always recommended that you remain attentive, regularly change your passwords, monitor free credit reports, review account statements, and report any suspicious activity to financial institutions. 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 any questions, you may contact our representatives at [REDACTED] Monday through Friday from **8:00 am – 8:00 pm Central Time** (excluding U.S. holidays). If you wish to speak with someone at the Counseling Center, please contact 330-264-9029.

Sincerely,



Megan Solsman, MSW, LISW-S  
Compliance 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](http://www.equifax.com/personal/credit-report-services), 1-800-685-1111

**Experian**, PO Box 2104, Allen, TX 75013, [www.experian.com/help](http://www.experian.com/help), 1-888-397-3742

**TransUnion**, PO Box 2000, Chester, PA 19016, <https://www.transunion.com/data-breach-help>, 1-833-799-5355

**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](http://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](http://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/](http://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 California Residents:** Visit the California Office of Privacy Protection ([www.oag.ca.gov/privacy](http://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, 1-800-952-5225.

**For Connecticut residents:** You may contact the Connecticut Office of the Attorney General, 165 Capitol Avenue, Hartford, CT 06106, [www.ct.gov/ag](http://www.ct.gov/ag), 1-860-808-5318.

**For District of Columbia Residents:** You can obtain information about steps to take to avoid identity theft from the FTC (contact information above) and the District of Columbia Office of the Attorney General, 400 6th Street NW, Washington, D.C. 20001, consumer.protection@dc.gov, <https://oag.dc.gov/>, 1-202-737-3400.

**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](http://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, 15<sup>th</sup> Floor, Strawberry Square, Harrisburg, PA 17120, [www.attorneygeneral.gov](http://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.