

Subject: Important Notice Regarding a Recent Security Incident

Dear [Consumer's Name],

We are writing to inform you of a recent cybersecurity incident involving your personal information.

What Happened

On November 13, 2025, Doctor Alliance, a vendor AgeSpan uses to communicate with physicians through its portal, was alerted to a breach. Doctor Alliance immediately took steps to secure its systems, launched an investigation with the assistance of third-party forensic experts, and notified law enforcement.

The investigation determined that an unauthorized party accessed certain files through the Doctor Alliance web portal intermittently between October 31, 2025, and November 17, 2025.

The third-party investigation determined that the unauthorized party obtained credentials and used an automated script to submit multiple requests to the Doctor Alliance web portal using varying combinations of patient IDs and document numbers in order to retrieve certain documents. The investigation was unable to determine how the credentials to log into the Doctor Alliance web portal were initially obtained.

What Information Was Involved

Their investigation determined that the following types of information may have been exposed: [e.g., name, Date of Birth, address, and your Patient ID]. Currently, there is no evidence of misuse; however, we are notifying you out of caution.

What Doctor Alliance Is Doing

Doctor Alliance has taken steps to strengthen its security measures, including:

- Enhancing authentication controls
- Improving monitoring to detect unusual activity
- Strengthening system infrastructure and access controls

What You Can Do

We recommend that you take the following precautions:

- Monitor your financial accounts and statements for any unusual activity
- Change your passwords, especially if you reuse passwords across services
- Be cautious of unsolicited communications asking for your personal information

If you have questions or need assistance, please contact us at:

- Email: [AgeSpan Contact email]
- Phone: [AgeSpan Contact Phone]

We sincerely regret any concern or inconvenience this incident may cause and remain committed to protecting your information.

Sincerely,

AgeSpan