

Notice of Data Breach

Dear

Your privacy is important to Serenity Care PACE. We work very hard to protect your data. More than that, we partner with vendors who share this standard.

On February 10, 2021, we were contacted by a vendor of ours, PeakTPA, who informed us that it had a possible data breach. (PeakTPA conducts administrative services for claims payments for us.) PeakTPA informed us that, after learning of the possible breach, it engaged specialized contractors, who have conducted an extensive forensic analysis to determine the possible extent of the breach. That review concluded that Serenity Care PACE's participant data (as well as data from other PeakTPA customers) was breached by a ransomware attack. PeakTPA believes the attack took place on two of PeakTPA's cloud servers. We regret to share that they informed us that your data was included in the breach. The affected information may include your full name, home address, date of birth, Social Security number, and photographic identification.

What are we doing?

We are notifying you so that you may take actions to protect your personal information.

We want you to feel confident that your data is secure going forward. PeakTPA has assured us that it has taken extensive steps to prevent a repeat of this type of incident. PeakTPA also has retained a company named Kroll to provide identity monitoring at no cost to you for 3 years. These services include Credit Monitoring, Fraud Consultation, and Identity Theft Restoration. Kroll's team has a track record of helping people who have faced such an event as this.

You can sign up for your identity monitoring services by visiting <https://enroll.idheadquarters.com> before 7/13/2021. When signing up for services, please use this Membership Number: AYF026450-P.

(If you choose not to use these credit monitoring services, we urge you to check your account statements for improper activity. This includes credit card statements and explanations of benefits.)

In addition, PeakTPA has set up a toll-free number to answer your questions. Contact them at 1-855-761-0196 between the hours of 9 a.m. and 6:30 p.m. Eastern Time. Please have your Membership Number ready.

Earlier this year, the U.S. Department of Justice announced a coordinated international law enforcement action to disrupt the criminal group behind the attack, Netwalker. According to the FBI, its leader was arrested, and its assets were seized. Also, PeakTPA has assured us it has instituted additional protections to prevent such a breach from taking place again.

Protecting your information is important to us. We remain committed to protecting your privacy and meeting your health care needs. Please review the "Additional Resources" section below. This section describes additional steps you can take to help protect yourself, including recommendations by the United States Federal Trade Commission regarding identity theft protection and details on how to place a fraud alert or a security freeze on your credit file.

ADDITIONAL RESOURCES

Monitoring and Free Credit Report. It is recommended that you remain vigilant for fraud and identity theft by reviewing and monitoring your account statements and credit reports closely for unauthorized 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 are entitled to a free credit report once every 12 months from each of the three nationwide credit reporting agencies listed below by visiting:
<https://www.annualcreditreport.com/index.action>
or calling the following toll-free number: 1-877-322-8228.

A printable mailed version of the required form is available here:
<https://www.consumer.ftc.gov/sites/www.consumer.ftc.gov/files/articles/pdf/pdf-0093-annual-report-request-form.pdf>. You may complete the Annual Credit Report Request Form and mail it to:

Annual Credit Report Request Service
P.O. Box 105281
Atlanta, GA 30348-5281.

Or you can elect to purchase a copy of your credit report by contacting each agency directly. Contact information for the three nationwide credit reporting agencies is provided below:

- Equifax, PO Box 740241, Atlanta, GA 30374, www.equifax.com, 1-800-685-1111
- Experian, PO Box 2104, Allen, TX 75013, www.experian.com, 1-888-397-3742
- TransUnion, PO Box 2000, Chester, PA 19022, www.transunion.com, 1-800-888-4213

Fraud Alert. You may contact any one of the three nationwide credit reporting agencies above and place a fraud alert on your credit report file. A fraud alert tells creditors that you may be the victim of identity theft, so creditors may take extra steps to validate your identity before opening a new account or changing your existing accounts. For this reason, placing a fraud alert can protect you and it may delay obtaining credit.

Security Freeze. You have the right to place a security freeze on your credit file. A security freeze is intended to prevent credit, loans and services from being approved in your name without your consent. 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 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 him/her 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 the Registry 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 and current mailing address, and the date of issue.

The credit reporting agencies may charge a fee to place a freeze, temporarily lift it or permanently remove it. The fee is waived if you are a victim of identity theft and have submitted a valid investigative or law enforcement report or complaint relating to the identity theft incident to the credit reporting agencies. (You must review your state's requirement(s) and/or credit bureau requirement(s) for the specific document(s) to be submitted.) The fee for each placement of a freeze, temporary lift of a freeze, or removal of a freeze is typically \$5.

Identity Theft. 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 Federal Trade Commission 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 at:
FTC Consumer Response Center
600 Pennsylvania Avenue, NW
Washington, DC 20580
www.ftc.gov/bcp/edu/microsites/idtheft/
1-877-IDTHEFT (438-4338).

You have the right to obtain a police report if you are a victim of identity theft.

We care for your privacy, and we are deeply sorry for the inconvenience this may cause. We thank you for your understanding and your trust in Serenity Care PACE.

If you have any additional questions or concerns, you can contact Serenity Care PACE directly at 413-374-2416 to speak with the Compliance Officer, Daniella Bessarabova.

Serenity Care PACE

ADDITIONAL RESOURCES

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Contact information for the three nationwide credit reporting agencies:

Equifax, PO Box 740241, Atlanta, GA 30374, www.equifax.com, 1-800-685-1111

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

TransUnion, PO Box 2000, Chester, PA 119016, www.transunion.com, 1-800-888-4213

Free Credit Report. It is recommended that you remain vigilant by reviewing account statements and monitoring your credit report for unauthorized activity, especially activity that may indicate fraud and identity theft. You may obtain a copy of your credit report, free of charge, once every 12 months from each of the three 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 Colorado, Georgia, Maine, Maryland, Massachusetts, New Jersey, Puerto Rico, and Vermont residents: You may obtain one 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 Alerts. There are two types of fraud alerts you can place on your credit report to put your creditors on notice that you may be a victim of fraud—an initial alert and an extended alert. You may ask that an initial fraud alert be placed on your credit report if you suspect you have been, or are about to be, a victim of identity theft. An initial fraud alert stays on your credit report for at least one year. You may have an extended alert placed on your credit report if you have already been a victim of identity theft and you have the appropriate documentary proof. An extended fraud alert stays on your credit report for seven years. You can place a fraud alert on your credit report by contacting any of the three national credit reporting agencies.

Security Freeze. You have the ability to place a security freeze, also known as a credit freeze, on your credit report free of charge.

A security freeze is intended to prevent credit, loans and services from being approved in your name without your consent. To place a security freeze on your credit report, you may use an online process, an automated telephone line, or submit a written request to any of the three 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 him/her 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 5 years; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry 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.

Federal Trade Commission 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 Federal Trade Commission and/or the Attorney General's office in your home state. You may also contact these agencies for information on how to prevent or minimize the risks of 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).

For Maryland residents: You may contact the Maryland Office of the Attorney General, Consumer Protection Division, 200 St. Paul Place, Baltimore, MD 21202, www.oag.state.md.us, 1-888-743-0023.

For North Carolina residents: You may contact the North Carolina Office of the Attorney General, Consumer Protection Division, 9001 Mail Service Center, Raleigh, NC 27699-9001, www.ncdoj.gov, 1-877-566-7226.

For New York residents: The Attorney General may be contacted at: Office of the Attorney General, The Capitol, Albany, NY 12224-0341; 1-800-771-7755; <https://ag.ny.gov/>.

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

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

Reporting of identity theft and obtaining a police report.

For Iowa residents: You are advised to report any suspected identity theft to law enforcement or to the Iowa Attorney General.

For Massachusetts residents: You have the right to obtain a police report if you are a victim of identity theft.

For Oregon residents: You are advised to report any suspected identity theft to law enforcement, the Federal Trade Commission, and the Oregon Attorney General.

This document includes an important notice. If you cannot read this attached document, please call 1-855-761-0196 for translation help.

TAGALOG

Ang liham na ito ay naglalaman ng mahalagang impormasyon. Kung hindi ninyo nababasa ang kalakip na liham, mangyaring tumawag sa 1-855-761-0196 upang magkaroon ng tulong sa pagsasalin sa Tagalog/Filipino.

SPANISH

Este documento incluye un aviso importante. Si no puede leer el documento adjunto, llame al 1-855-761-0196 para obtener ayuda con la traducción.

HATIAN CREOLE

Dokiman sa a gen ladan yon avi enpòtan. Si ou pa kapab li dokiman ki atache sa a, tanpri rele 1-855-761-0196 pou èd tradiksyon.

RUSSIAN

В этом письме содержится важная информация. Если Вы не можете прочесть прилагаемое письмо, позвоните по номеру 1-855-761-0196, и Вам будут предоставлены услуги перевода на русский язык.

KOREAN

이서신에는 중요한 정보가 포함되어 있습니다. 동봉된 서신을 읽으실 수 없으면 1-855-761-0196 로 전화하여 한국어 번역 지원을 받으십시오.

ARMENIAN

Այս նամակը պարունակում է կարևոր տեղեկություններ: Եթե ներքևի նամակը կարող կարդալ, ինդրվում է կապվել 1-855-761-0196 հեռախոսահամարով, օգնություն ստանալ չայերեն լեզվով:

CHINESE

这封信包含了重要信息。如果您无法阅读随附的信件，请致电1-855-761-0196 寻求广东话翻译援助。

這封信包含了重要信息。如果您無法閱讀隨附的信件，請致電1-855-761-0196 尋求廣東話翻譯援助。

VIETNAMESE

Thư này bao hàm thông tin quan trọng. Nếu quý vị không đọc được thư đính kèm, vui lòng gọi 1-855-761-0196 để được giúp đỡ thông dịch trong tiếng Việt.

CHINESE

这封信包含了重要信息。如果您无法阅读随附的信件，请致电1-855-761-0196 寻求普通话翻译援助。

這封信包含了重要信息。如果您無法閱讀隨附的信件，請致電1-855-761-0196 尋求國語翻譯援助。

IRANIAN/PERSIAN

– این نامہ حاوی اطلاعات مہمی میباشند. اگر نامہ ضمیمہ پر ان می تو انید بخوانید، لطفاً برای کمپیوٹر با نفا رسی با شمارہ تلفن 0196-761-855-1 پیگسامند.

ARABIC

هذه الرسالة تحتوي على معلومات هامة. إذا لم تتمكن من قراءة الرسالة المرفقة، يرجى الاتصال على 0196-761-855-1 للحصول على هذه المعلومات. إذا لم تتمكن من قراءة الرسالة المرفقة، يرجى الاتصال على 0196-761-855-1 للحصول على هذه المعلومات.