



February 12, 2024

[First Name] [Last Name]  
[Address]  
[City], [State] [Zip]

## NOTICE OF DATA BREACH

Dear [First Name] [Last Name],

We are writing to inform you of a recent incident that may have exposed some of your personal information, including your name, [date of birth], [driver's license number], [financial information], and [health information]. While we have no indication that your personal information has been used inappropriately, we are writing to provide you with some steps you can take to protect your personal information.

We recommend that you review the information provided in the enclosed "Further Information and Steps You Can Take." The enclosure identifies some steps you can take to guard against the misuse of your personal information. Never provide personal information in a response to an electronic communication about a data security incident.

We regret and apologize for any inconvenience this may cause you. If you have any questions, please call (866) 992-9183, Monday through Friday from 9:00 a.m. to 6:30 p.m. Eastern Time, excluding major U.S. holidays.

Sincerely,

*Judy Bermudez*

Judy Bermudez  
VP of Human Resources & Compliance

Enclosure: Further Information and Steps You Can Take

## Further Information and Steps You Can Take

### Filing a Police Report for Suspicious Activity

We encourage you to remain vigilant of identity theft or fraud. You should review account statements, explanation of benefits, and credit reports and report any suspicious activity or suspected identity theft. You have the right to file a police report if you experience identity theft or fraud. If you do find suspicious activity of identity theft or fraud, call your local police or sheriff's office and file a police report of identity theft. Get a copy of the police report. You may need to give copies of the police report to creditors to clear up your records. In addition, you should report identity theft to your state's Attorney General and to the Federal Trade Commission ("FTC"). This notice has not been delayed by law enforcement.

### Monitoring Your Accounts

You may obtain a free copy of your credit report from each of the credit bureaus once a year by visiting <http://www.annualcreditreport.com>, or calling 877-322-8228. Hearing impaired consumers can access TDD service at 877-730-4104. You may contact the nationwide credit bureaus at:

**Equifax**, 866-349-5191, P.O. Box 740241, Atlanta, GA 30374, [www.equifax.com/FCRA](http://www.equifax.com/FCRA).

**Experian**, 888-397-3742, P.O. Box 9701, Allen, TX 75013, [www.experian.com](http://www.experian.com).

**TransUnion**, 800-916-8800, P.O. Box 2000, Chester, PA 19022, [www.transunion.com](http://www.transunion.com).

You may also place a fraud alert or security freeze on your credit report at no cost. A fraud alert is a notice that can be placed on a consumer's credit report that alerts companies who may extend credit that the consumer may have been a victim of identity theft or fraud. When a fraud alert is displayed on a consumer's credit file, a business is required to take steps to verify the consumer's identity before extending new credit. There are two types of fraud alerts: an "initial" fraud alert that lasts for one year, and an "extended" fraud alert for victims of identity theft or fraud that lasts seven years. A fraud alert should not affect your ability to get a loan or credit, but it may cause some delay if you are applying for credit. To place a fraud alert, please contact one of the credit reporting agencies at:

**Equifax**, 888-836-6351, P.O. Box 105069, Atlanta, GA 30348, [www.equifax.com/personal/credit-report-services](http://www.equifax.com/personal/credit-report-services).

**Experian**, 888-397-3742, P.O. Box 9554, Allen, TX 75013, [www.experian.com/fraud/center.html](http://www.experian.com/fraud/center.html).

**TransUnion**, 800-680-7289, P.O. Box 2000, Chester, PA 19016, [www.transunion.com/fraud-alerts](http://www.transunion.com/fraud-alerts).

Alternatively, you may place a security freeze on your file. Security freezes will prevent new credit from being opened in your name without the use of a personal identification number or password that will be issued by the credit reporting agencies after you initiate the freeze. In order to place a security freeze, you may be required to provide the credit reporting agencies with information that identifies you. A security freeze can make it more difficult for someone to get credit in your name, but it also may delay your ability to obtain credit. The credit reporting agencies may not charge a fee to place a freeze or remove a freeze. To place a security freeze, please contact one of the agencies at:

**Equifax**, 888-298-0045, P.O. Box 105788, Atlanta, GA 30348, [www.equifax.com/personal/credit-report-services](http://www.equifax.com/personal/credit-report-services).

**Experian**, 888-397-3742, P.O. Box 9554, Allen, TX 75013, [www.experian.com/freeze/center.html](http://www.experian.com/freeze/center.html).

**TransUnion**, 888-909-8872, P.O. Box 160, Woodlyn, PA 19094, [www.transunion.com/credit-freeze](http://www.transunion.com/credit-freeze).

### Additional Information

You may find additional information about fraud alerts, security freezes, and suggestions you can take to protect yourself from identity theft or fraud by contacting the FTC or your state Attorney General.

The FTC provides suggestions for actions you may take in the event of identity theft at [www.consumer.ftc.gov/features/feature-0014-identity-theft](http://www.consumer.ftc.gov/features/feature-0014-identity-theft). You may also call the FTC for more information at 1-877-ID-THEFT (438-4338) (TTY: 1-866-653-4261), or write Identity Theft Clearinghouse, Federal Trade Commission, 600 Pennsylvania Avenue, NW, Washington, DC 20580.

You may also review helpful sites to learn more about medical identity theft. Helpful information may be found in the Federal Trade Commission's *What to Know About Medical Identity Theft* Article for consumers, which can be found at <https://consumer.ftc.gov/articles/what-know-about-medical-identity-theft>.

**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/)