

The investigation into this matter is ongoing, and this notice may be supplemented with any new significant facts learned subsequent to its submission. By providing this notice, Mana does not waive any rights or defenses regarding the applicability of Massachusetts law, the applicability of the Massachusetts data event notification statute, or personal jurisdiction.

Nature of the Data Event

On or about September 2, 2023, Mana detected suspicious activity related to certain systems within its environment. Mana took steps to secure the environment and launched an investigation to determine the nature and scope of the incident. The investigation determined that between September 2, 2023 and September 4, 2023, an unauthorized actor gained access to Mana's computer network, and a limited number of files were potentially accessed and/or acquired by an unknown third party without authorization. Mana began a diligent and comprehensive review of relevant systems to determine the information that may have been impacted and to identify to whom it belonged. On March 6, 2023, Mana determined that certain information related to certain individuals was stored on the impacted systems. The information that could have been impacted includes name, Social Security number and financial account information.

Notice to Massachusetts Residents

On or about April 29, 2024 Mana provided written notice of this incident to eight (8) Massachusetts residents. Written notice is being provided in substantially the same form as the letter attached here as *Exhibit A*.

Other Steps Taken and To Be Taken

Upon discovering the event, Mana moved quickly to investigate and respond to the incident, assess the security of Mana systems, and identify potentially affected individuals. Further, Mana notified federal law enforcement regarding the event. Mana is also working to implement additional safeguards and training to its employees. Mana is providing access to credit monitoring services for twenty four (24) months through Experian, to individuals whose personal information was potentially affected by this incident, at no cost to these individuals.

Additionally, Mana is providing impacted individuals with guidance on how to better protect against identity theft and fraud. Mana is providing individuals with information on how to place a fraud alert and security freeze on one's credit file, the contact details for the national consumer reporting agencies, information on how to obtain a free credit report, a reminder to remain vigilant for incidents of fraud and identity theft by reviewing account statements and monitoring free credit reports, and encouragement to contact the Federal Trade Commission, their state Attorney General, and law enforcement to report attempted or actual identity theft and fraud.

Mana is providing written notice of this incident to relevant state regulators, as necessary.

Please be advised that, pursuant to G.L. c. 93H § 3(b), Mana maintains a written information security program (WISP) for the protection of personal information of residents of Massachusetts.