

NHS MANAGEMENT, L.L.C.

<<Date>> (Format: Month Day, Year)

<<first_name>> <<middle_name>> <<last_name>> <<suffix>>
 <<address_1>>
 <<address_2>>
 <<city>>, <<state_province>> <<postal_code>>
 <<country>>

Dear <<first_name>> <<middle_name>> <<last_name>> <<suffix>>:

At NHS Management, LLC (“NHS”), we take the privacy and security of personal information seriously. Thus, we are writing to inform you of an incident that may affect the security of some of your personal information. NHS provides consulting services to nursing and physical rehabilitation facilities located in Alabama, Arkansas, Florida, Missouri, a list of which can be found at the end of this letter. NHS Management collects personal information related to our employees and vendors, as well as the patients/residents of the facilities we serve and the family members and guardians of such patients and residents. While we are unaware of any actual misuse of your information, we want to provide you with information about the event, our response, and steps you may take to better protect against the possibility of identity theft and fraud, should you wish to do so.

Our investigation determined that some of your information was accessible by an unauthorized actor as a result of this incident. This information includes your name and <<b2b_text_1(data elements)>><<b2b_text_2(data elements cont.)>>. Please note that, to date, we are unaware of any actual or attempted misuse of your information as a result of this incident.

We take this event and the security of information in our care seriously. Upon learning of this event, we moved quickly to investigate and respond to this event, and notify potentially affected individuals. As part of our ongoing commitment to the security of information, we are also reviewing and enhancing existing policies and procedures to reduce the likelihood of a similar future event.

While we are unaware of misuse of your information, as a safeguard, we have arranged for you to enroll, at no cost to you, in an online identity monitoring service for 24 months provided by Kroll. Kroll is a global leader in risk mitigation and response, and their team has extensive experience helping people who have sustained an unintentional exposure of confidential data. Your identity monitoring services include Credit Monitoring, Fraud Consultation, and Identity Theft Restoration. To activate this service, please see the below instructions:

Visit <https://enroll.krollmonitoring.com> to activate and take advantage of your identity monitoring services.

You have until <<b2b_text_6(activation deadline)>> to activate your identity monitoring services.

Membership Number: <<Membership Number s_n>>

For more information about Kroll and your Identity Monitoring services, you can visit info.krollmonitoring.com.

If you prefer to activate these services offline and receive monitoring alerts via the US Postal Service, you may activate via our automated phone system by calling 1-888-653-0511, Monday through Friday, 8:00 a.m. to 5:30 p.m. Central Time, excluding major U.S. holidays. Please have your membership number located in your letter ready when calling. Please note that to activate monitoring services, you will be required to provide your name, date of birth, and Social Security number through our automated phone system.

You have been provided with access to the following services from Kroll:

Single Bureau Credit Monitoring

You will receive alerts when there are changes to your credit data—for instance, when a new line of credit is applied for in your name. If you do not recognize the activity, you'll have the option to call a Kroll fraud specialist, who will be able to help you determine if it is an indicator of identity theft.

Fraud Consultation

You have unlimited access to consultation with a Kroll fraud specialist. Support includes showing you the most effective ways to protect your identity, explaining your rights and protections under the law, assistance with fraud alerts, and interpreting how personal information is accessed and used, including investigating suspicious activity that could be tied to an identity theft event.

Identity Theft Restoration

If you become a victim of identity theft, an experienced Kroll licensed investigator will work on your behalf to resolve related issues. You will have access to a dedicated investigator who understands your issues and can do most of the work for you. Your investigator will be able to dig deep to uncover the scope of the identity theft, and then work to resolve it.

Kroll's activation website is only compatible with the current version or one version earlier of Chrome, Firefox, Safari and Edge.

To receive credit services, you must be over the age of 18 and have established credit in the U.S., have a Social Security number in your name, and have a U.S. residential address associated with your credit file.

We encourage you to remain vigilant against incidents of identity theft and fraud, to review your account statements, and to monitor your credit reports for suspicious activity. Under U.S. law, a consumer is entitled to one free credit report annually from each of the three major credit reporting bureaus, Equifax, Experian, and TransUnion. To order your free credit report, visit www.annualcreditreport.com or call, toll-free, 1-877-322-8228. You may also directly contact the three major credit reporting bureaus listed below to request a free copy of your credit report.

Consumers have the right to place an initial or extended “fraud alert” on a credit file at no cost. An initial fraud alert is a 1-year alert that is placed on a consumer's credit file. Upon seeing a fraud alert display on a consumer's credit file, a business is required to take steps to verify the consumer's identity before extending new credit. If you are a victim of identity theft, you are entitled to an extended fraud alert, which is a fraud alert lasting seven years. Should you wish to place a fraud alert, please contact any one of the three major credit reporting bureaus listed below.

As an alternative to a fraud alert, consumers have the right to place a “credit freeze” on a credit report, which will prohibit a credit bureau from releasing information in the credit report without the consumer's express authorization. The credit freeze is designed to prevent credit, loans, and services from being approved in your name without your consent. However, you should be aware that using a credit freeze to take control over who gets access to the personal and financial information in your credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application you make regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, you cannot be charged to place or lift a credit freeze on your credit report. To request a security freeze, you will need to provide the following information:

1. Full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security number;
3. Date of birth;
4. Addresses for the prior two to five years;
5. Proof of current address, such as a current utility bill or telephone bill;
6. A legible photocopy of a government-issued identification card (state driver's license or ID card, etc.); and
7. A copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft if you are a victim of identity theft.

Should you wish to place a credit freeze, please contact the three major credit reporting bureaus listed below:

Equifax	Experian	TransUnion
https://www.equifax.com/personal/credit-report-services/	https://www.experian.com/help/	https://www.transunion.com/credit-help
888-298-0045	1-888-397-3742	833-395-6938
Equifax Fraud Alert, P.O. Box 105069 Atlanta, GA 30348-5069	Experian Fraud Alert, P.O. Box 9554, Allen, TX 75013	TransUnion Fraud Alert, P.O. Box 2000, Chester, PA 19016
Equifax Credit Freeze, P.O. Box 105788 Atlanta, GA 30348-5788	Experian Credit Freeze, P.O. Box 9554, Allen, TX 75013	TransUnion Credit Freeze, P.O. Box 160, Woodlyn, PA 19094

Under Massachusetts law, you have the right to obtain any police report filed regarding this event. If you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it.

You may further educate yourself regarding identity theft, fraud alerts, credit freezes, and the steps you can take to protect your personal information by contacting the consumer reporting bureaus, the Federal Trade Commission, or the Massachusetts Attorney General. The Federal Trade Commission may be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580; www.identitytheft.gov; 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. You can obtain further information on how to file such a complaint by way of the contact information listed above. Instances of known or suspected identity theft should also be reported to law enforcement, the Federal Trade Commission, and the Massachusetts Attorney General

If you have additional questions regarding this incident, please call our dedicated assistance line at 1-855-482-1571 between the hours of 8:30 a.m. and 5:30 p.m. Monday – Friday Central Time, excluding major U.S. holidays. You may also write to NHS at 931 Fairfax Park, Tuscaloosa, AL 35406.

We sincerely regret any inconvenience or concern this incident may have caused and are happy to answer any questions you may have.

Sincerely,

Anita Helms

Anita Helms

Corporate Compliance/Privacy Officer

<https://www.nhsmanagement.com>

List of facilities: Columbiana Health and Rehabilitation, LLC, Legacy Health and Rehab of Pleasant Grove, LLC, Oak Knoll Health and Rehabilitation, LLC, South Haven Health and Rehabilitation, LLC, Aspire Physical Recovery Center at Hoover, LLC, Civic Center Health and Rehabilitation, LLC, South Health and Rehabilitation, LLC, Aspire Physical Recovery Center at Cahaba River, LLC, Northway Health and Rehabilitation, LLC, Lineville Health and Rehabilitation, LLC, Fayetteville Health and Rehabilitation Center, Legacy Health and Rehabilitation Center, Paris Health and Rehabilitation Center, Springdale Health and Rehabilitation Center, Covington Court Health and Rehabilitation Center, Carthage Health and Rehabilitation Center, Joplin Health and Rehabilitation Center, Pleasant Hill Health and Rehabilitation Center, Warsaw Health and Rehab Center, Webb City Health and Rehabilitation Center, Cordova Health and Rehabilitation, LLC, Crossville Health and Rehabilitation, LLC, Hendrix Health and Rehabilitation, Jacksonville Health and Rehabilitation, LLC, Athens Health and Rehabilitation, LLC, Valley View Health and Rehabilitation, LLC, Huntsville Health and Rehabilitation, LLC, Crystal River Health and Rehabilitation Center, Daytona Beach Health and Rehab Center, Ocala Health and Rehabilitation Center, St. Augustine Health and Rehabilitation Center, West Melbourne Health and Rehabilitation Center, Florala Health and Rehabilitation, LLC, Luverne Health and Rehabilitation, LLC, Opp Health and Rehabilitation, LLC, Ozark Health and Rehabilitation, LLC, Tallassee Health and Rehabilitation, LLC, Wetumpka Health and Rehabilitation, LLC, Aspire Physical Recovery Center at West AL, LLC, Glen Haven Health and Rehabilitation, LLC, Hunter Creek Health and Rehabilitation, LLC, Martin Glen , LLC d/b/a Martinview (SCALF) & Martinview W (ALF), Moundville Health and Rehabilitation, LLC, Park Manor Health and Rehabilitation, LLC, Sumter Health and Rehabilitation, LLC, Georgiana Health and Rehabilitation, LLC, Ashland Place Health and Rehabilitation, LLC, Gulf Coast Health and Rehabilitation, LLC, Palm Gardens Health and Rehabilitation, LLC, Prattville Health and Rehabilitation, LLC.