

Avante Health Solutions
 10300 SW Greenburg Rd. Suite 570
 Portland, OR 97223

Avante Health Solutions

To Enroll, Please Call:
 1-800-939-4170

Or Visit:

<https://app.idx.us/account-creation/protect>

Enrollment Code: <<XXXXXXXXXX>>

<<First Name>> <<Last Name>>
 <<Address1>> <<Address2>>
 <<City>>, <<State>> <<Zip>>

June 27, 2022

Dear <<First Name>> <<Middle Name>> <<Last Name>> <<Suffix>>:

We are writing to inform you of a cyber incident experienced by Avante Health Solutions ("Avante") that may have involved your information. The information believed to be at risk from this incident includes information related to current employees, former employees, their beneficiaries, and/or the family members of current and former employees who may have participated in Avante's health insurance plan. While we have no evidence of attempted or actual misuse of your information as a result of this incident, we are providing you with steps you can take to help protect your information.

Out of an abundance of caution, we have arranged for you to activate, at no cost to you, an online credit monitoring service for 24 months provided by IDX. Due to privacy laws, we cannot activate these services for you directly. Additional information regarding how to activate the complimentary credit monitoring service is enclosed. We have also provided additional information about steps you can take to help protect yourself against fraud and identity theft.

We recommend that you remain vigilant in regularly reviewing and monitoring all of your account statements and credit history to guard against any unauthorized transactions or activity. If you discover any suspicious or unusual activity on your accounts, please promptly contact your financial institution or company. Additionally, you can enroll to receive the complimentary credit monitoring service we are making available to you. You can also review the enclosed "Steps You Can Take to Help Protect Your Information" for additional resources.

Should you have additional questions or concerns regarding this matter, please do not hesitate to contact us at 1-800-939-4170 or going to <https://app.idx.us/account-creation/protect> and using the Enrollment Code provided above. IDX representatives are available Monday through Friday from 9 am - 9 pm Eastern Time. Please note the deadline to enroll is September 27, 2022.

We take the privacy and security of the information in our care seriously, and sincerely regret any worry or inconvenience it may cause you and your family.

Sincerely,



Jim Leidl
 President & COO

STEPS YOU CAN TAKE TO HELP PROTECT YOUR INFORMATION

1. Website and Enrollment. Go to <https://app.idx.us/account-creation/protect> and follow the instructions for enrollment using your Enrollment Code provided at the top of the letter.

2. Activate the credit monitoring provided as part of your IDX identity protection membership. The monitoring included in the membership must be activated to be effective. Note: You must have established credit and access to a computer and the internet to use this service. If you need assistance, IDX will be able to assist you.

3. Telephone. Contact IDX at 1-800-939-4170 to gain additional information about this event and speak with knowledgeable representatives about the appropriate steps to take to protect your credit identity.

4. Review your credit reports. We recommend that you remain vigilant by reviewing account statements and monitoring credit reports. Under federal law, you also are entitled every 12 months to one free copy of your credit report from each of the three major credit reporting companies. To obtain a free annual credit report, go to www.annualcreditreport.com or call 1-877-322-8228. You may wish to stagger your requests so that you receive a free report by one of the three credit bureaus every four months.

If you discover any suspicious items and have enrolled in IDX identity protection, notify them immediately by calling or by logging into the IDX website and filing a request for help.

If you file a request for help or report suspicious activity, you will be contacted by a member of our ID Care team who will help you determine the cause of the suspicious items. In the unlikely event that you fall victim to identity theft as a consequence of this incident, you will be assigned an ID Care Specialist who will work on your behalf to identify, stop and reverse the damage quickly.

You should also know that you have the right to file a police report if you ever experience identity fraud. Please note that in order to file a crime report or incident report with law enforcement for identity theft, you will likely need to provide some kind of proof that you have been a victim. A police report is often required to dispute fraudulent items. You can report suspected incidents of identity theft to local law enforcement or to the Attorney General.

5. Place Fraud Alerts with the three credit bureaus. If you choose to place a fraud alert, we recommend you do this after activating your credit monitoring. You can place a fraud alert at one of the three major credit bureaus by phone and also via Experian's or Equifax's website. A fraud alert tells creditors to follow certain procedures, including contacting you, before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit. The contact information for all three bureaus is as follows:

TransUnion 1-800-680-7289 www.transunion.com	Experian 1-888-397-3742 www.experian.com	Equifax 1-888-298-0045 www.equifax.com
TransUnion Fraud Alert P.O. Box 2000 Chester, PA 19016-2000	Experian Fraud Alert P.O. Box 9554 Allen, TX 75013	Equifax Fraud Alert P.O. Box 105069 Atlanta, GA 30348-5069
TransUnion Credit Freeze P.O. Box 160 Woodlyn, PA 19094	Experian Credit Freeze P.O. Box 9554 Allen, TX 75013	Equifax Credit Freeze P.O. Box 105788 Atlanta, GA 30348-5788

It is necessary to contact only ONE of these bureaus and use only ONE of these methods. As soon as one of the three bureaus confirms your fraud alert, the others are notified to place alerts on their records as well. You will receive confirmation letters in the mail and will then be able to order all three credit reports, free of charge, for your review. An initial fraud alert will last for one year.

Please Note: No one is allowed to place a fraud alert on your credit report except you.

6. Security Freeze. By placing a security freeze, someone who fraudulently acquires your personal identifying information will not be able to use that information to open new accounts or borrow money in your name. You will need to contact the three national credit reporting bureaus listed above to place the freeze. Keep in mind that when you place the freeze, you will not be able to borrow money, obtain instant credit, or get a new credit card until you temporarily lift or permanently remove the freeze. There is no cost to freeze or unfreeze your credit files.

ADDITIONAL ACTIONS TO HELP PROTECT YOUR INFORMATION

You can further educate yourself regarding identity theft, fraud alerts, credit freezes, and the steps you can take to protect your personal information by contacting the credit reporting bureaus, the Federal Trade Commission (FTC), or your state Attorney General. The FTC also encourages those who discover that their information has been misused to file a complaint with them. The FTC may be reached at 600 Pennsylvania Ave. NW, Washington, D.C. 20580; www.identitytheft.gov; 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261.

You have the right to file a police report if you ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, you will likely need to provide some proof that you have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement, the Massachusetts Attorney General, and the FTC. This notice has not been delayed by law enforcement.

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Enrollment Code: <<XXXXXXXXXX>>

Parent/Guardian of:

<<First Name>> <<Last Name>>

<<Address1>> <<Address2>>

<<City>>, <<State>> <<Zip>>

June 27, 2022

Dear Parent/Guardian of <<First Name>> <<Last Name >>:

We are writing to inform you of a cyber incident experienced by Avante Health Solutions ("Avante") that may have involved your dependent/minor's information described below. The information believed to be at risk from this incident includes information related to current employees, former employees, their beneficiaries, and/or the family members of current and former employees who may have participated in Avante's health insurance plan. While we have no evidence of attempted or actual misuse of your dependent/minor's information as a result of this incident, we are providing you with steps you can take to help protect your dependent/minor's information.

Out of an abundance of caution, we have arranged for you to activate, at no cost to you, complimentary identity protection services for your dependent/minor provided by IDX. Due to privacy laws, we cannot activate these services for you directly. Additional information regarding how to activate the complimentary identity protection services for your dependent/minor is enclosed. We have also provided additional information about steps you can take to help protect your dependent/minor against fraud and identity theft.

We encourage you to remain vigilant in regularly reviewing and monitoring any of your dependent/minor's account statements to guard against any unauthorized transactions or activity. If you discover any suspicious or unusual activity on any of your dependent/minor's accounts, please promptly change their password, take additional steps to protect their account, and notify their financial institution or company if applicable. Additionally, please report any suspicious incidents to local law enforcement and/or the Massachusetts Attorney General. You can also enroll your dependent/minor to receive the complimentary identity protection services we are making available. Additional information regarding how to enroll in the complimentary services is enclosed in the attached "Steps You Can Take to Help Protect Your Dependent/Minor's Information."

Should you have additional questions or concerns regarding this matter, please do not hesitate to contact us at 1-800-939-4170 or going to <https://app.idx.us/account-creation/protect> and using the Enrollment Code provided above. IDX representatives are available Monday through Friday from 9 am - 9 pm Eastern Time. Please note the deadline to enroll is September 27, 2022.

We take the privacy and security of the information in our care seriously, and sincerely regret any worry or inconvenience it may cause you and your family.

Sincerely,



Jim Leith
President & COO

STEPS YOU CAN TAKE TO HELP PROTECT YOUR DEPENDENT/MINOR'S INFORMATION

- 1. Website and Enrollment.** Go to <https://app.idx.us/account-creation/protect> and follow the instructions for enrollment using your Enrollment Code provided at the top of the letter.
- 2. Telephone.** Contact IDX at 1-800-939-4170 to gain additional information about this event and speak with knowledgeable representatives about the appropriate steps to take to protect your credit identity.
- 3. Watch for Suspicious Activity.** If you discover any suspicious items and have enrolled in IDX identity protection, notify them immediately by calling or by logging into the IDX website and filing a request for help.

If you file a request for help or report suspicious activity, you will be contacted by a member of our ID Care team who will help you determine the cause of the suspicious items. In the unlikely event that you fall victim to identity theft as a consequence of this incident, you will be assigned an ID Care Specialist who will work on your behalf to identify, stop and reverse the damage quickly.

ADDITIONAL ACTIONS TO HELP PROTECT YOUR DEPENDENT/MINOR'S INFORMATION

Monitor Your Accounts

We encourage you to remain vigilant against incidents of identity theft and fraud by reviewing your dependent/minor's account statement for suspicious activity and to detect errors.

Although minors under the age of 18 typically do not have a credit report, under U.S. law, you are entitled to one free credit report annually from each of the three major credit reporting bureaus, TransUnion, Experian, and Equifax. To order your free credit report, visit www.annualcreditreport.com or call 1-877-322-8228. Once you receive your credit report, review it for discrepancies and identify any accounts you did not open or inquiries from creditors that you did not authorize. If you have questions or notice incorrect information, contact the credit reporting bureau.

You have the right to place a "security freeze" on the file, which will prohibit a credit bureau from releasing information in the credit file without your express authorization. Pursuant to federal law, you cannot be charged to place or lift a security freeze on a credit file. To request a security freeze for your dependent/minor, you will need to provide the following information for both you and your dependent/minor:

1. Full name (including middle initial as well as Jr., Sr., III, etc.);
2. Social Security number;
3. Date of birth; and
4. Address for the prior two to five years.
Include for your identification:
5. Proof of current address, such as a current utility or telephone bill;
6. A legible photocopy of a government-issued identification card (e.g., state driver's license or identification card); and
7. Proof that you are the parent or legal guardian of the minor.
Include for your minor's identification:
8. A copy of your minor's Social Security card and
9. A copy of your minor's birth certificate.

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

TransUnion 1-800-680-7289 www.transunion.com	Experian 1-888-397-3742 www.experian.com	Equifax 1-888-298-0045 www.equifax.com
TransUnion Fraud Alert P.O. Box 2000 Chester, PA 19016-2000	Experian Fraud Alert P.O. Box 9554 Allen, TX 75013	Equifax Fraud Alert P.O. Box 105069 Atlanta, GA 30348-5069
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Additional Information

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