



P.O. Box 989728
West Sacramento, CA 95798-9728

To Enroll, Please Call:
1-888-566-0714
Or Visit:
<https://response.idx.us/ispace>
Enrollment Code: <<ENROLLMENT>>

<<NAME1>> <<NAME2>>
<<ADDRESS1>>
<<ADDRESS2>>
<<CITY>>, <<STATE>> <<ZIP>>
<<Country>>

May 31, 2023

NOTICE OF <<SECURITY INCIDENT>> / [DATA BREACH]>>

Dear <<NAME1>> <<NAME2>>:

iSpace, Inc. (“iSpace”), (as a business associate of <<Variable Data 2>>) writes to inform you of a recent incident that may have involved some of your information. iSpace received your information in connection with insurance eligibility services performed on behalf of [Data Owner]. While we are unaware of any attempted or actual misuse of your information at this time, we are providing you with this notice in an abundance of caution, to inform you of the incident, our response, and steps you may take to help protect your information, should you feel it is necessary to do so.

What Happened? On February 5, 2023, iSpace became aware of suspicious activity on its environment. Upon discovery, we promptly took steps to secure our systems and commenced an investigation with the assistance of third party forensic specialists into the nature and scope of the incident. Through the investigation, we determined that certain documents stored within iSpace’s environment were accessed and copied by an unauthorized individual as part of the incident between January 30, 2023 and February 5, 2023. Based on the investigation, iSpace conducted a comprehensive and detailed review of the data involve, to determine the type of information present and to whom it related. iSpace notified <<Variable Data 2>> of the incident on April 3, 2023.

What Information Was Involved? On March 3, 2023, iSpace determined that data may have been accessed or copied as a result of this incident. Following further investigation and review of the data, on April 3, 2023, iSpace notified <<Variable Data 2>> that your name, <<Variable Data 3>> were found in the data. Although we are unaware of any actual or attempted misuse of your personal information, we are providing you with this notice out of an abundance of caution.

What We Are Doing. We take this incident and the security of personal information in our care very seriously. Upon learning of this incident, we moved quickly to investigate and respond to this incident, assess the security of our systems, restore functionality to our environment, and notify potentially affected individuals. We engaged third-party forensic specialists to assist with investigating the nature and scope of the incident. As part of our ongoing commitment to the security of information and prevent future incidents, we have engaged the services of security specialists to assist in examining our existing policies and practices relative to data privacy. Additionally, we notified federal law enforcement.

As an added precaution, we are providing you with access to <<enrollment length>> months of credit monitoring and identity protection services through IDX at no cost to you. A description of services and instructions on how to enroll can be found within the enclosed *Steps You Can Take to Help Protect Your Information*. Please note that you must complete the enrollment process yourself, as we are not permitted to enroll you in these services on your behalf.

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

For North Carolina residents, the North Carolina Attorney General may be contacted at: 9001 Mail Service Center, Raleigh, NC 27699-9001; 1-877-566-7226 or 1-919-716-6000; and www.ncdoj.gov.

For Rhode Island residents, the Rhode Island Attorney General may be reached at: 150 South Main Street, Providence, RI 02903; www.riag.ri.gov; and 1-401-274-4400. Under Rhode Island law, you have the right to obtain any police report filed in regard to this incident. There are [#] Rhode Island residents impacted by this incident.