



[INSERT] July 2023

[Original First Name] [Original Last Name]
[Original Address 1]
[Original Address 2]
[Original City], [Original State]
[Original Zip Code]

RE: IMPORTANT SECURITY NOTIFICATION. PLEASE READ THIS ENTIRE LETTER.

Dear [Original First Name] [Original Last Name]

The Vitality Group, LLC operates employee wellness programs for individuals that participate or are eligible to participate in CareSource's employer sponsored health plan. We are writing to make you aware of a security incident experienced by our organization. This notice explains the incident, measures we have taken, and steps you can take in response.

What happened

On May 30, 2023, a vulnerability in our vendor's (MOVEit) software was leveraged by a bad actor to access the vendor's server that temporarily housed data. Vitality became aware of this inappropriate access on June 1, 2023, and promptly disconnected the server, which terminated the bad actor's access to the data.

Vitality promptly launched an internal forensics investigation, which determined that the bad actor accessed the server for approximately two hours, and during this time was able to remove certain data from the server. Importantly, the software vulnerability has been patched, and we are continuing to investigate and take steps to address this incident. However, because the information was taken by the bad actor, we cannot be certain that your data will not be made publicly available.

What information was involved

[Extra]

What we are doing

In addition to conducting an internal investigation we applied available patches provided by MOVEit, which addressed the vulnerability, and implemented a password reset on every account that accesses the Server. It is important to note this attack was widespread across MOVEit's software, and ultimately impacted hundreds of companies that engaged MOVEit as a vendor.

Vitality has partnered with Experian to offer you 2 years of credit monitoring. Included with this letter are instructions on how you can access and enroll in Experian's credit monitoring service.

What you can do

There are risks related to unauthorized use of personal information, which may include identity theft, financial fraud, and tax fraud. Please be vigilant about monitoring your personally identifiable information, in particular your credit report information, financial accounts and free credit reports, to protect against fraudulent activity.

Please also take care and attention when submitting tax returns to protect against possible fraudulent submissions made on your behalf.

As we mentioned above and to assist you in this effort, we have provided 2 years of complimentary credit monitoring and identity theft prevention services through Experian. **If you are concerned about identity theft, please sign up for the complimentary monitoring and protection services by following the instructions enclosed or provided below from Experian.** The deadline to sign up for this complimentary monitoring and protection service is **October 31, 2023.**

In addition to enrolling in the Experian service, you can place an identity theft/fraud alert, get credit freeze information for your state, or order a free credit report. Please visit vitalitygroup.com/IDProtection for more detailed information.

For More Information

Again, we sincerely regret that this incident has occurred. If you have any questions, please contact us at 833-901-4630 between the hours of 8am-10pm Central Monday – Friday, 10am – 7pm Central Saturday - Sunday.

Contact: The Vitality Group, LLC

Email: Wellness@powerofvitality.com

Telephone: 1-877-224-7117 & 1-800-828-9572

Address: Vitality Group
120 S Riverside Plaza
Suite 400
Chicago, IL 60606

Sincerely,



Lauren Prorok

SVP, General Counsel

Vitality Group

YOUR 24 MONTH EXPERIAN IDENTITYWORKS MEMBERSHIP

To help protect your identity, we are offering a complimentary 24-month membership of Experian's® IdentityWorksSM. This product provides you with superior identity detection and resolution of identity theft. To activate your membership and start monitoring your personal information please follow the steps below:

- Ensure that you **enroll by: October 31, 2023** (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/credit>
- Provide your **activation code: [Activation Cde]**

If you have questions about the product, need assistance with Identity Restoration that arose as a result of this incident, or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at 833-901-4630 by October 31, 2023. Be prepared to provide engagement number B096642 as proof of eligibility for the Identity Restoration services by Experian.

Additional details regarding your 24-month Experian IdentityWorks Membership:

A credit card is **not** required for enrollment in Experian IdentityWorks. You can contact Experian **immediately** regarding any fraud issues, and have access to the following features once you enroll in Experian IdentityWorks:

- **Experian credit report at signup:** See what information is associated with your credit file. Daily credit reports are available for online members only.*
- **Credit Monitoring:** Actively monitors Experian file for indicators of fraud.
- **Identity Restoration:** Identity Restoration agents are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARE™:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **Up to \$1 Million Identity Theft Insurance**:** Provides coverage for certain costs and unauthorized electronic fund transfers.

If you believe there was fraudulent use of your information and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent at 833-901-4630. If, after discussing your situation with an agent, it is determined that Identity Restoration support is needed, then an Experian Identity Restoration agent is available to work with you to investigate and resolve each incident of fraud that occurred (including, as appropriate, helping you with contacting credit grantors to dispute charges and close accounts; assisting you in placing a freeze on your credit file with the three major credit bureaus; and assisting you with contacting government agencies to help restore your identity to its proper condition).

Please note that this Identity Restoration support is available to you for 24 months from the date of this letter and does not require any action on your part at this time. The Terms and Conditions for this offer are located at www.ExperianIDWorks.com/restoration. You will also find self-help tips and information about identity protection at this site.

* Offline members will be eligible to call for additional reports quarterly after enrolling

** The Identity Theft Insurance is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

Steps You Can Take to HELP Protect Your Information

Review Your Account Statements and Notify Law Enforcement of Suspicious Activity: As a precautionary measure, we recommend that you remain vigilant by reviewing your account statements and credit reports closely. If you detect any suspicious activity on an account, you should promptly notify the financial institution or company with which the account is maintained. You also should promptly report any fraudulent activity or any suspected incidence of identity theft to proper law enforcement authorities, your state attorney general, and/or the Federal Trade Commission (FTC).

Copy of Credit Report: You may obtain a free copy of your credit report from each of the three major credit reporting agencies once every 12 months by visiting <http://www.annualcreditreport.com/>, calling toll-free 1-877-322-8228, or by completing an Annual Credit Report Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348. You also can contact one of the following three national credit reporting agencies:

Equifax	Experian	TransUnion
P.O. Box 105851	P.O. Box 9532	P.O. Box 1000
Atlanta, GA 30348	Allen, TX 75013	Chester, PA 19016
1-800-525-6285	1-888-397-3742	1-800-916-8800
www.equifax.com	www.experian.com	www.transunion.com

Fraud Alert: You may want to consider placing a fraud alert on your credit report. An initial fraud alert is free and will stay on your credit file for at least one year. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any accounts in your name. To place a fraud alert on your credit report, contact any of the three credit reporting agencies identified above. Additional information is available at <http://www.annualcreditreport.com>.

Security Freeze: You have the right to put a security freeze on your credit file for up to one year at no cost. This will prevent new credit from being opened in your name without the use of a PIN number that is issued to you when you initiate the freeze. A security freeze is designed to prevent potential creditors from accessing your credit report without your consent. As a result, using a security freeze may interfere with or delay your ability to obtain credit. You must separately place a security freeze on your credit file with each credit reporting agency. In order to place a security freeze, you may be required to provide the consumer reporting agency with information that identifies you including your full name, Social Security number, date of birth, current and previous addresses, a copy of your state-issued identification card, and a recent utility bill, bank statement or insurance statement.

Additional Free Resources: You can obtain information from the consumer reporting agencies, the FTC, or from your respective state Attorney General about fraud alerts, security freezes, and steps you can take toward preventing identity theft. You may report suspected identity theft to local law enforcement, including to the FTC or to the Attorney General in your state.

Federal Trade Commission
600 Pennsylvania Ave, NW
Washington, DC 20580
consumer.ftc.gov, and
www.ftc.gov/idtheft
1-877-438-4338

North Carolina Attorney General
9001 Mail Service Center
Raleigh, NC 27699
ncdoj.gov
1-877-566-7226

You also have certain rights under the Fair Credit Reporting Act (FCRA): These rights include to know what is in your file; to dispute incomplete or inaccurate information; to have consumer reporting agencies correct or delete inaccurate, incomplete, or unverifiable information; as well as other rights. For more information about the FCRA, and your rights pursuant to the FCRA, please visit <https://www.consumer.ftc.gov/articles/pdf-0096-fair-credit-reporting-act.pdf>.