Retun mail processing
P.O. Box 3826
Suwanee, GA 30024

<<Full Name>>
<<Address 1>>
<<Address 2>>
<<City>>, <<State>> <<Zip>>
<<Country>>

<<Date>>

**RE: NOTICE OF DATA SECURITY INCIDENT**

Dear <<Full Name>>,

medQ, Inc. ("medQ") provides administrative services for <<CUSTOMER NAME>>, and we are writing to inform you of a data security incident that we recently experienced involving some of your information. This letter explains the incident, our responsive measures, and additional steps you may consider taking in response.

**What Happened?**

On December 26, 2023, we discovered that we were the victim of a cybersecurity incident and that files were encrypted by an unauthorized actor on certain servers used by our software platform (the "medQ Platform") and hosted by a third-party data center. As soon as we became aware of this incident, we promptly disconnected the network in the medQ Platform, engaged legal counsel to provide legal advice for an investigation into the incident, and engaged a cybersecurity firm to conduct a forensic investigation.

The investigation revealed that some files were copied by an unauthorized third party from the medQ Platform between December 20, 2023, and December 26, 2023. We conducted a robust review of the data to identify individuals whose information may have been impacted and worked to obtain addresses and notify individuals as quickly as possible after completing the review on February 16, 2024.

**What Information Was Involved?**

The information involved may include your name, Social Security number, Driver's License number, date of birth, health information, subscriber ID number, diagnoses, lab results, medication, other treatment information, health insurance and claim information, provider names, and dates of treatment.

**What We Are Doing.**

To help prevent something like this from happening again, we have implemented and will continue to adopt additional safeguards and technical security measures to further protect and monitor our systems. We have also arranged for you to receive a complimentary 12-month subscription to Equifax 1B Credit Watch Gold monitoring at no cost to you. This service will notify you of critical changes to your Equifax credit file, which allows you to identify any potential fraudulent activity on your credit report.

**What You Can Do.**

For more information on Equifax 1B Credit Watch Gold monitoring, including instructions on activating your complimentary 12-month membership and additional information on steps you can take in response to this incident, please see the pages that follow this letter.

We also encourage you to remain vigilant against incidents of identity theft and fraud by engaging in the following best practices:

- Change your passwords regularly and make sure they are secure. Do not use the same passwords for your work and personal accounts.
- Be careful when sharing your personal information unsolicited, whether by phone, email or on a website.
- Avoid clicking on links or downloading attachments in suspicious emails.

**For More Information.**

We deeply regret any inconvenience or concern this incident may cause and take this matter seriously. The security of your information is of the utmost importance to us. Should you have further questions regarding this incident, please call **<<TFN/Var Data 1>>**Monday through Friday between 8 am and 8 pm CST (excluding major U.S. holidays).

Sincerely,

Nilesh Kalidas
Managing Director

**ATTACHMENT A**

**<Full Name>**
**Enter your Activation Code: <*ACTIVATION CODE*>**
**Enrollment Deadline: <Enrollment Deadline>**

## Equifax Credit Watch™ Gold

*Note: You must be over age 18 with a credit file to take advantage of the product

## Key Features

- Credit monitoring with email notifications of key changes to your Equifax credit report
- Daily access to your Equifax credit report
- WebScan notifications[1] when your personal information, such as Social Security Number, credit/debit card or bank account numbers are found on fraudulent Internet trading sites
- Automatic fraud alerts,[2] which encourages potential lenders to take extra steps to verify your identity before extending credit, plus blocked inquiry alerts and Equifax credit report lock[3]
- Identity Restoration to help restore your identity should you become a victim of identity theft, and a dedicated Identity Restoration Specialist to work on your behalf
- Up to $1,000,000 of identity theft insurance coverage for certain out of pocket expenses resulting from identity theft[4]

## Enrollment Instructions

Go to ***www.equifax.com/activate***
Enter your unique Activation Code of ***<ACTIVATION CODE>*** then click "Submit" and follow these 4 steps:

1. **Register:**
   Complete the form with your contact information and click "Continue".
   *If you already have a myEquifax account, click the 'Sign in here' link under the "Let's get started" header.*
   *Once you have successfully signed in, you will skip to the Checkout Page in Step 4*
2. **Create Account:**
   Enter your email address, create a password, and accept the terms of use.
3. **Verify Identity:**
   To enroll in your product, we will ask you to complete our identity verification process.
4. **Checkout**:
   Upon successful verification of your identity, you will see the Checkout Page.
   Click 'Sign Me Up' to finish enrolling.

**You're done!**
The confirmation page shows your completed enrollment.
Click "View My Product" to access the product features.

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[1] *WebScan searches for your Social Security Number, up to 5 passport numbers, up to 6 bank account numbers, up to 6 credit/debit card numbers, up to 6 email addresses, and up to 10 medical ID numbers. WebScan searches thousands of Internet sites where consumers' personal information is suspected of being bought and sold, and regularly adds new sites to the list of those it searches. However, the Internet addresses of these suspected Internet trading sites are not published and frequently change, so there is no guarantee that we are able to locate and search every possible Internet site where consumers' personal information is at risk of being traded.*
[2] *The Automatic Fraud Alert feature is made available to consumers by Equifax Information Services LLC and fulfilled on its behalf by Equifax Consumer Services LLC.*
[3] *Locking your Equifax credit report will prevent access to it by certain third parties. Locking your Equifax credit report will not prevent access to your credit report at any other credit reporting agency. Entities that may still have access to your Equifax credit report include: companies like Equifax Global Consumer Solutions, which provide you with access to your credit report or credit score, or monitor your credit report as part of a subscription or similar service; companies that provide you with a copy of your credit report or credit score, upon your request; federal, state and local government agencies and courts in certain circumstances; companies using the information in connection with the underwriting of insurance, or for employment, tenant or background screening purposes; companies that have a current account or relationship with you, and collection agencies acting on behalf of those whom you owe; companies that authenticate a consumer's identity for purposes other than granting credit, or for investigating or preventing actual or potential fraud; and companies that wish to make pre-approved offers of credit or insurance to you. To opt out of such pre-approved offers, visit www.optoutprescreen.com*
[4] *The Identity Theft Insurance benefit is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company, under group or blanket policies issued to Equifax, Inc., or its respective affiliates for the benefit of its Members. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions*

## ADDITIONAL STEPS YOU CAN TAKE

**Free Credit Report.** Regardless of whether you choose to take advantage of the complimentary identity monitoring, it is always advisable to be vigilant for incidents of fraud or identity theft by reviewing your account statements and free credit reports for any unauthorized activity. If you identify any unauthorized charges on your financial account statements, you should immediately report any such charges to your financial institution. You may obtain a copy of your credit report, free of charge, once every 12 months from each of the three nationwide credit reporting companies. To order your annual free credit report, please visit https://www.annualcreditreport.com/index.action or call toll free at 1-877-322-8228. You can also order your annual free credit report by mailing a completed Annual Credit Report Request Form (available from the U.S. Federal Trade Commission's ("FTC") website at https://consumer.ftc.gov/) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281.

Contact information for the three nationwide credit reporting companies is as follows:

| **Equifax** | **Experian** | **TransUnion** |
|---|---|---|
| Phone: 1-800-685-1111<br>P.O. Box 740256<br>Atlanta, Georgia 30348<br>https://www.equifax.com/ | Phone: 1-888-397-3742<br>P.O. Box 9554<br>Allen, Texas 75013<br>https://www.experian.com/ | Phone: 1-888-909-8872<br>P.O. Box 2000<br>Chester, PA 19016<br>www.transunion.com |

**For Colorado, Georgia, Maryland, New Jersey, and Puerto Rico residents:** You may obtain one or more (depending on the state) additional copies of your credit report free of charge. You must contact each of the credit reporting agencies directly to obtain such additional report(s).

**Security Freeze**. Security freezes, also known as credit freezes, restrict access to your credit file, making it harder for identity thieves to open new accounts in your name. You can freeze and unfreeze your credit file for free. You also can get a free freeze for your children who are under 16. And if you are someone's guardian, conservator, or have a valid power of attorney, you can get a free freeze for that person, too.

How will these freezes work? Contact all three of the nationwide credit reporting agencies – Equifax, Experian, and TransUnion. If you request a freeze online or by phone, the agency must place the freeze within one business day. If you request a lift of the freeze, the agency must lift it within one hour. If you make your request by mail, the agency must place or lift the freeze within three business days after it gets your request. You also can lift the freeze temporarily without a fee.

Don't confuse freezes with locks. They work in a similar way, but locks may have monthly fees. If you want a free freeze guaranteed by federal law, then opt for a freeze, not a lock.

The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past five years; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. The request must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, display your name and current mailing address, and the date of issue. You may obtain information from the credit reporting agencies and the FTC about security freezes.

**For New Mexico residents:** You may obtain a security freeze on your credit report to protect your privacy and ensure that credit is not granted in your name without your knowledge. You may submit a declaration of removal to remove information placed in your credit report as a result of being a victim of identity theft. You have a right to place a security freeze on your credit report or submit a declaration of removal pursuant to the Fair Credit Reporting and Identity Security Act.

**For Colorado and Illinois residents**: You may obtain information from the credit reporting agencies and the FTC about security freezes.

**Fraud Alerts**. A fraud alert tells businesses that check your credit that they should check with you before opening a new account. An initial fraud alert stays on your credit report for one year. You may have an extended alert placed on

your credit report if you have already been a victim of identity theft with the appropriate documentary proof. An extended fraud alert stays on your credit report for seven years. To place a fraud alert on your credit reports, contact one of the nationwide credit bureaus. A fraud alert is free. The credit bureau you contact must tell the other two, and all three will place an alert on their versions of your report. You may obtain additional information from the credit reporting agencies and the FTC about fraud alerts.

**For Colorado and Illinois residents**: You may obtain additional information from the credit reporting agencies and the FTC about fraud alerts.

**Federal Trade Commission and State Attorneys General Offices.** If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should immediately contact the Federal Trade Commission and/or the Attorney General's office in your home state. You may also contact these agencies for information on how to prevent or avoid identity theft. You may contact the Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580, www.ftc.gov/bcp/edu/microsites/idtheft/, 1-877-IDTHEFT (438-4338).

**For Maryland Residents:** You may contact the Maryland Office of the Attorney General, Consumer Protection Division, 200 St. Paul Place, Baltimore, MD 21202, www.oag.state.md.us, 888-743-0023

**For New York Residents:** You may contact the New York Department of State Division of Consumer Protection, One Commerce Plaza, 99 Washington Ave., Albany, NY 12231-0001, 518-474-8583 / 800-697-1220, dos.ny.gov/consumerprotection; and New York State Office of the Attorney General, The Capitol, Albany, NY 12224-0341, 800-771-7755, ag.ny.gov

**For North Carolina residents**: You may contact the North Carolina Office of the Attorney General, Consumer Protection Division, 9001 Mail Service Center, Raleigh, NC 27699-9001, ncdoj.gov, 877-566-7226.

**For Washington Residents:** You may contact the Washington State Office of the Attorney General, 1125 Washington St SE, PO Box 40100, Olympia, WA 98504, https://www.atg.wa.gov/, 1-800-551-4636 (in Washington only) or 1-206-464-6684.

**Reporting of identity theft and obtaining a police report.**

You have the right to obtain any police report filed in the United States in regard to this incident. If you are the victim of fraud or identity theft, you also have the right to file a police report.

**For Iowa residents:** You are advised to report any suspected identity theft to law enforcement or to the Iowa Attorney General.

**For Oregon Residents:** You are advised to report any suspected identity theft to law enforcement, the Federal Trade Commission, and the Oregon Attorney General.