



Secure Processing Center
25 Route 111, P.O. Box 1048
Smithtown, NY 11787

Postal Endorsement Line
Parent or Guardian of
<<Full Name>>
<<Address 1>>
<<Address 2>>
<<Address 3>>
<<City>>, <<State>> <<Zip>>
<<Country>>
***Postal IMB Barcode

<<Date>>

Dear Parent or Guardian of <<Full Name>>:

<<Variable Data 1 – Entity Name>> provides medical transportation services to your child’s healthcare provider, <<Variable Data 2 – Customer Name>> (“Healthcare Provider”). We are writing to inform you about an incident that involved some of your child’s information. This notice explains the incident, measures we have taken, and some steps you can take in response.

Beginning on June 20, 2024, we notified your child’s Healthcare Provider of an incident that involved unauthorized access / acquisition to certain patient information. Upon first learning of the incident on April 22, 2024, we promptly took steps to secure our systems, commenced an investigation, and notified law enforcement.

Our investigation determined that an unauthorized party accessed our information technology (“IT”) network between the dates of April 21, 2024 and April 22, 2024. While in our IT network, the unauthorized party accessed and acquired certain files. We reviewed those files and identified one or more files that contain some of your child’s information, including their name and potentially one or more of the following: date of birth, address, medical record number, patient account number, health insurance identification number, diagnoses and/or treatment information.

As a precaution, we recommend you review the statements you receive from your child’s healthcare providers and health insurance plan. If you see any services that were not received, please contact the provider or health plan immediately.

We regret any concern this may cause you. We take data protection, in general, and this incident in particular, very seriously and we are further enhancing our security protocols and security measures. If you have any questions, please call 888-499-7393, Monday through Friday, 9:00 a.m. to 9:00 p.m., Eastern Time.

Sincerely,

Stan Gitin
Senior Vice President of Operations