



Secure Processing Center  
P.O. Box 3826  
Suwanee, GA 30024

<<Mail ID>>  
<<Name 1>>  
<<Name 2>>  
<<Address 1>>  
<<Address 2>>  
<<Address 3>>  
<<City>><<State>><<Zip>>  
<<Country>>

July 21, 2023

Dear <<Name 1>>,

New England Life Care, Inc. ("NELC") is committed to protecting the confidentiality and security of the information we maintain. We are writing to inform you about a data security incident that may have resulted in unauthorized access to some of your information. This letter explains the incident, the measures that have been taken, and some steps you can take in response to protect your information.

On May 24, 2023, NELC learned of a data security incident that disrupted the operations of our computer systems. We immediately took steps to secure our systems, contain the incident, and notify the authorities. A third-party forensic investigation firm was engaged to assist with our investigation.

Through our investigation, we determined that an unauthorized party gained access to our Information Technology ("IT") network between the dates of May 23, 2023 and May 24, 2023. While in our IT network, the unauthorized party accessed files that contain information pertaining to NELC patients. Our investigation cannot rule out the possibility that, as a result of this incident, files containing some of your information may have been subject to unauthorized access. This information may have included your name, address, service / equipment information, and status as an NELC patient (e.g., active or discharged with NELC services).

We recommend you review the statements you receive from your healthcare providers and health insurance plan. If you see any services that were not received, please contact the provider or health plan immediately.

We deeply regret any inconvenience or concern this incident may cause and take this matter seriously. 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. If you have questions about this incident, please call 833-627-2701, Monday through Friday, between 9:00a.m. – 9:00 p.m., Eastern Time (excluding major U.S. holidays).

Sincerely,

A handwritten signature in black ink that reads 'Robert Calway' in a cursive script.

Robert Calway

President and Chief Executive Officer