

<<Date>> (Format: Month Day, Year)

<<first\_name>> <<middle\_name>> <<last\_name>> <<suffix>>  
<<address\_1>>  
<<address\_2>>  
<<city>>, <<state\_province>> <<postal\_code>>  
<<country>>

Dear <<first\_name>> <<last\_name>>:

### NOTICE OF DATA BREACH

We write to inform you about a data security incident at Datavant that may have impacted your personal information. Datavant supports healthcare organizations to process and respond to medical record requests, which is why we may have had access to your personal information. Datavant takes the privacy and security of your personal information very seriously and will continue to take steps to help protect your information.

### WHAT HAPPENED?

On May 9, 2024, Datavant determined that a limited number of email users were the subject of a phishing email attack, which was resolved the same day. We promptly began investigating this incident with the assistance of a respected forensic security provider. That investigation concluded on or about August 8, 2024, and determined that an unauthorized individual(s) gained access between May 8, 2024 and May 9, 2024 to certain Datavant data contained in a single user's mailbox. No other Datavant systems or data storage were impacted by this incident. After a review of the affected mailbox, we ultimately determined that your information may have been impacted.

### WHAT INFORMATION WAS INVOLVED?

The information that may have been impacted varied from person to person, but may have included: names, addresses, contact information, financial account information, driver's license, passport, and health information.

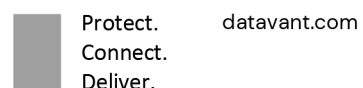
### WHAT WE ARE DOING

We take safeguarding your information seriously. Following the incident, Datavant worked with external cybersecurity experts to resolve the phishing attack and implemented or updated a variety of technical security safeguards. In addition, Datavant regularly trains its employees on phishing awareness.

We have also retained Kroll, a provider of information security and privacy monitoring services, to provide you with 2 years of identity monitoring services at no cost, which includes Credit Monitoring, Fraud Consultation, and Identity Theft Restoration services.

- Visit <https://enroll.krollmonitoring.com> to activate and take advantage of your identity monitoring services.
- You have until <<b2b\_text\_6 (activation deadline)>> to activate your identity monitoring services.
- Membership Number: <<Membership Number s\_n>>

For more information about Kroll and your identity monitoring services, you can visit [info.krollmonitoring.com](https://info.krollmonitoring.com). Additional information describing your services is included with this letter.



### **WHAT YOU CAN DO**

We encourage you to activate Kroll's identity monitoring services. As always, please remain vigilant and continue reviewing your accounts for unusual activity. You can also review the enclosed steps to help protect your personal information.

### **FOR MORE INFORMATION**

If you have additional questions, please contact us toll-free by calling [\[insert toll-free phone number\]](#) toll-free Monday – Friday between 8 am – 5:30 pm CT (excluding major U.S. holidays). We regret any inconvenience this incident may cause you.

Sincerely,

Datavant

# KROLL

## TAKE ADVANTAGE OF YOUR IDENTITY MONITORING SERVICES

You have been provided with access to the following services from Kroll:

### Single Bureau Credit Monitoring

You will receive alerts when there are changes to your credit data—for instance, when a new line of credit is applied for in your name. If you do not recognize the activity, you'll have the option to call a Kroll fraud specialist, who will be able to help you determine if it is an indicator of identity theft.

### Fraud Consultation

You have unlimited access to consultation with a Kroll fraud specialist. Support includes showing you the most effective ways to protect your identity, explaining your rights and protections under the law, assistance with fraud alerts, and interpreting how personal information is accessed and used, including investigating suspicious activity that could be tied to an identity theft event.

### Identity Theft Restoration

If you become a victim of identity theft, an experienced Kroll licensed investigator will work on your behalf to resolve related issues. You will have access to a dedicated investigator who understands your issues and can do most of the work for you. Your investigator will be able to dig deep to uncover the scope of the identity theft, and then work to resolve it.

Kroll's activation website is only compatible with the current version or one version earlier of Chrome, Firefox, Safari and Edge.

To receive credit services, you must be over the age of 18 and have established credit in the U.S., have a Social Security number in your name, and have a U.S. residential address associated with your credit file.

## GENERAL INFORMATION ABOUT IDENTITY THEFT PROTECTION

You should remain vigilant for incidents of fraud and identity theft by reviewing credit card account statements and monitoring your credit report for unauthorized activity. This notification was not delayed for law enforcement purposes.

**Credit Reports.** Under federal law, you are entitled to one free copy of your credit report every 12 months from each of the three nationwide credit reporting agencies. You may obtain a free copy of your credit report by going to [www.AnnualCreditReport.com](http://www.AnnualCreditReport.com) or by calling (877) 322-8228. You also may complete the Annual Credit Report Request Form available from the FTC at [www.consumer.ftc.gov/articles/pdf-0093-annual-report-request-form.pdf](http://www.consumer.ftc.gov/articles/pdf-0093-annual-report-request-form.pdf), and mail it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281. **You may contact the nationwide credit reporting agencies at:**

<b>Equifax</b>	<b>Experian</b>	<b>TransUnion</b>
P.O. Box 105788 Atlanta, GA 30348 <a href="http://www.equifax.com">www.equifax.com</a> (800) 525-6285	P.O. Box 9554 Allen, TX 75013 <a href="http://www.experian.com">www.experian.com</a> (888) 397-3742	P.O. Box 2000 Chester, PA 19016 <a href="http://www.transunion.com">www.transunion.com</a> (800) 680-7289

**Fraud Alert.** You may place a fraud alert in your file by calling one of the three nationwide credit reporting agencies above. A fraud alert tells creditors to follow certain procedures, including contacting you before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit.

**Place a Security Freeze on your Credit Report.** You also have the right to place a security freeze on your credit report by contacting any of the credit bureaus listed above. A security freeze is intended to prevent credit, loans and services from being approved in your name without your consent. To place a security freeze on your credit report, you may be able to use an online process, an automated telephone line or a written request. 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. You can place a freeze and lift a security freeze on your credit report free of charge.

**You may contact the Federal Trade Commission (FTC) 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 contact the FTC and/or your state's attorney general office about for information on how to prevent or avoid identity theft. You can contact the FTC at: **Federal Trade Commission**, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20508, [Identitytheft.gov](http://Identitytheft.gov), 1-877-IDTHEFT (438-4338).

*For District of Columbia residents*, the District of Columbia Attorney General may be contacted at: 400 6th Street, NW, Washington, DC 20001; 202-727-3400; and [oag@dc.gov](mailto:oag@dc.gov).

*For Iowa residents*, State law advises you to report any suspected identity theft to law enforcement or to the Iowa Attorney General, Consumer Protection Division, 1305 E. Walnut St., Des Moines, IA 50319, 1-888-777-4590.

*For Maryland residents*, the Maryland Attorney General may be contacted at: 200 St. Paul Place, 16th Floor, Baltimore, MD 21202; 1-410-528-8662 or 1-888-743-0023; and [www.oag.state.md.us](http://www.oag.state.md.us). Ciox Health LLC, d/b/a Datavant Group is located at 2222 W. Dunlap Avenue, Suite 250, Phoenix, AZ 85021.

*For Massachusetts residents*, You have the right to obtain a police report if you are the victim of identity theft.

*For New Mexico residents*, you have rights pursuant to the Fair Credit Reporting Act, such as the right to be told if information in your credit file has been used against you, the right to know what is in your credit file, the right to ask for your credit score, and the right to dispute incomplete or inaccurate information. Further, pursuant to the Fair Credit Reporting Act, the consumer reporting bureaus must correct or delete inaccurate, incomplete, or unverifiable information; consumer reporting agencies may not report outdated negative information; access to your file is limited; you must give your consent for credit reports to be provided to employers; you may limit "prescreened" offers of credit and insurance you get based on information in your credit report; and you may seek damages from the violator. You may have additional rights under the Fair Credit Reporting Act not summarized here. Identity theft victims and active duty military personnel have specific additional rights pursuant to the Fair Credit Reporting Act. We encourage you to review your rights pursuant to the Fair Credit Reporting Act by visiting [www.consumerfinance.gov/f/201504\\_cfpb\\_summary\\_your-rights-under-fcra.pdf](http://www.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf), or by writing Consumer Response Center, Room 130-A, Federal Trade Commission, 600 Pennsylvania Ave. N.W., Washington, D.C. 20580.

*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](http://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](http://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 approximately \[#\] Rhode Island residents impacted by this incident.](#)