

Personic Management Company LLC
c/o Cyberscout
P.O. Box 3826
Suwanee, GA 30024



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NOTICE OF SECURITY INCIDENT

November 18, 2025

Dear [REDACTED]:

Personic Management Company LLC, on behalf of its affiliates, subsidiaries, and managed professional entities (collectively, “Personic”) writes to inform you of a security incident that involved some of your protected health information (“PHI”). We are providing you with information about the incident, what we have done in response, and steps you can take to protect your information, including activating the free credit monitoring and identity protection services we are making available to you.

WHAT HAPPENED? On September 1, 2025, Personic was alerted to unauthorized activity involving a third-party software platform the company uses to process patient information (the “Platform”). After learning of the activity, Personic promptly initiated a comprehensive investigation with the assistance of third-party experts to determine the circumstances surrounding the incident and notified law enforcement authorities. The investigation determined that an unauthorized actor accessed the Platform on August 29, 2025, and acquired certain data. With the assistance of a third-party data review expert, Personic conducted a comprehensive review to determine what data had been accessed and acquired, whether the data contained PHI, and to whom the information pertained. On October 13, 2025, the review determined that some of your PHI was subject to unauthorized access and acquisition.

WHAT INFORMATION WAS INVOLVED? The following types of your PHI were involved: [REDACTED]

WHAT WE ARE DOING. Personic takes protecting your PHI seriously. We conducted a diligent investigation to confirm the nature and scope of the incident. In addition, we have taken steps to reduce the likelihood of a similar incident from occurring in the future, and we continue to make additional improvements that strengthen our cybersecurity protections. Although we are unaware of any instances in which the PHI that was subject to unauthorized access and acquisition in this incident has been misused, we are providing you with access to twenty-four (24) months of complimentary credit monitoring and identity protection services, as discussed below.

WHAT YOU CAN DO. You can review the enclosed *Additional Steps to Protect Your Information* for further guidance, which includes information on monitoring your accounts, credit freezes, and fraud alerts. We encourage you to remain vigilant by reviewing your financial account statements and credit reports for any anomalies, and we encourage you to notify your financial institution of any unauthorized transactions or suspected instances of identity theft or fraud. You should also be on guard for schemes where malicious actors may pretend to represent Personic or reference this incident.

As a precautionary measure and to help protect your identity, we are offering you free access to Cyberscout Single Bureau Credit Monitoring/Single Bureau Credit Report/Single Bureau Credit Score for twenty-four (24) months. This helps detect possible misuse of your PHI and provides you with identity protection support focused on

immediate identification and resolution of identity theft. Please visit the website and follow the instructions listed below to enroll in these services. You will need the Activation Code provided below to complete your enrollment.

Enrollment URL: <https://bfs.cyberscout.com/activate>

Your Activation Code: [REDACTED]

Enrollment Deadline: February 16, 2026

The enrollment requires an internet connection and e-mail account and may not be available to minors under the age of 18 years of age. Please note that when signing up for monitoring services, you may be asked to verify personal information for your own protection to confirm your identity.

FOR MORE INFORMATION. Should you have any questions, please contact 1-833-716-2114 toll-free Monday through Friday from 8:00 a.m. to 8:00 p.m. Eastern time (excluding major U.S. holidays). We sincerely regret any inconvenience or concern caused by this incident.

Sincerely,

Personic Management Company, LLC

Additional Steps to Protect Your Information

Monitor Your Accounts

We recommend that you regularly review statements from your accounts and periodically obtain your credit report from one or more of the national credit reporting companies. You may obtain a free copy of your credit report online at www.annualcreditreport.com, by calling toll-free 1-877-322-8228, or by mailing an Annual Credit Report Request Form (available at www.annualcreditreport.com) to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281. You may also purchase a copy of your credit report by contacting one or more of the three national credit reporting agencies listed below.

Equifax®
P.O. Box 740241
Atlanta, GA 30374-0241
1-800-685-1111
www.equifax.com

Experian
P.O. Box 9701
Allen, TX 75013-9701
1-888-397-3742
www.experian.com

TransUnion®
P.O. Box 1000
Chester, PA 19016-1000
1-800-888-4213
www.transunion.com

When you receive your credit reports, review them carefully. Look for accounts or creditor inquiries that you did not initiate or do not recognize. Look for information, such as home address and Social Security number that is not accurate. If you see anything you do not understand, call the credit reporting agency at the telephone number on the report.

Credit Freeze

You have the right to put a security freeze, also known as a credit freeze, on your credit file, so that no new credit can be opened in your name without the use of a Personal Identification Number (PIN) that is issued to you when you initiate a freeze. A credit freeze is designed to prevent potential credit grantors from accessing your credit report without your consent. If you place a credit freeze, potential creditors and other third parties will not be able to access your credit report unless you temporarily lift the freeze. Therefore, using a credit freeze may delay your ability to obtain credit. Pursuant to federal law, you cannot be charged to place or lift a credit freeze on your credit report. Should you wish to place a credit freeze, please contact all three major consumer reporting agencies listed below.

Equifax
P.O. Box 105788
Atlanta, GA 30348-5788
1-800-685-1111
www.equifax.com/personal/credit-report-services

Experian
P.O. Box 9554
Allen, TX 75013-9554
1-888-397-3742
www.experian.com/freeze/center.html

TransUnion
P.O. Box 2000
Chester, PA 19016-2000
1-888-909-8872
www.transunion.com/credit-freeze

You must separately place a credit freeze on your credit file at each credit reporting agency. The following information should be included when requesting a credit freeze:

- 1) Full name, with middle initial and any suffixes;
- 2) Social Security number;
- 3) Date of birth (month, day, and year);
- 4) Current address and previous addresses for the past five (5) years;
- 5) Proof of current address, such as a current utility bill or telephone bill; and
- 6) Other personal information as required by the applicable credit reporting agency.

If you request a credit freeze online or by phone, then the credit reporting agencies have one (1) business day after receiving your request to place a credit freeze on your credit file report. If you request a lift of the credit freeze online or by phone, then the credit reporting agency must lift the freeze within one (1) hour. If you request a credit freeze or lift of a credit freeze by mail, then the credit agency must place or lift the credit freeze no later than three (3) business days after getting your request.

Fraud Alerts

You also have the right to place an initial or extended fraud alert on your file at no cost. An initial fraud alert lasts one (1) year and is placed on a consumer's credit file. Upon seeing a fraud alert display on a consumer's credit file, a business is required to take steps to verify the consumer's identity before extending new credit. If you are a victim of identity

theft, you are entitled to an extended fraud alert, which is a fraud alert lasting seven (7) years. Should you wish to place a fraud alert, please contact any one of the agencies listed below.

Equifax
P.O. Box 105788
Atlanta, GA 30348-5788
1-888-766-0008
[www.equifax.com/personal/
credit-report-services](http://www.equifax.com/personal/credit-report-services)

Experian
P.O. Box 9554
Allen, TX 75013-9554
1-888-397-3742
[www.experian.com/
fraud/center.html](http://www.experian.com/fraud/center.html)

TransUnion
P.O. Box 2000
Chester, PA 19016-2000
1-800-680-7289
[www.transunion.com/fraud-
victim-resource/place-fraud-
alert](http://www.transunion.com/fraud-victim-resource/place-fraud-alert)

Additional Information

You can further educate yourself regarding identity theft and the steps you can take to protect yourself, by contacting your state Attorney General or the Federal Trade Commission. Instances of known or suspected identity theft should be reported to law enforcement, your Attorney General, and the FTC.

The Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, DC 20580
1-877-ID-THEFT (1-877-438-4338)
TTY: 1-866-653-4261
www.ftc.gov/idtheft

California Residents: Visit the California Office of Privacy Protection (<https://oag.ca.gov/privacy>) for additional information on protection against identity theft. You may also contact the California Office of the Attorney General.

Attorney General's Office
California Department of Justice
P.O. Box 944255
Sacramento, CA 94244-2550
Telephone: 1-800-952-5225
<https://oag.ca.gov/>

District of Columbia Residents: You may obtain information about preventing and avoiding identity theft from the Office of the Attorney General for the District of Columbia at:

Office of the Attorney General for the District of Columbia
400 6th Street, NW
Washington, D.C. 20001
Telephone: (202) 727-3400
Email: oag@dc.gov
<https://oag.dc.gov/Consumer>

Iowa Residents: You may contact law enforcement or the Iowa Attorney General's Office to report suspected incidents of identity theft. This office can be reached at:

Office of the Attorney General of Iowa
Hoover State Office Building
1305 E. Walnut Street
Des Moines, IA 50319
Telephone: (515) 281-5164
<http://www.iowaattorneygeneral.gov>

Maryland Residents: You may obtain information about preventing and avoiding identity theft from the Maryland Attorney General's Office at:

Attorney General of Maryland
200 St. Paul Place Baltimore, MD 21202
Telephone: 1-888-743-0023
www.oag.state.md.us

New York Residents: You may obtain information about security breach response and identity theft prevention and protection from the following New York state agencies:

New York Attorney General
Consumer Frauds & Protection Bureau
The Capitol
Albany, NY 12224-0341
(800) 771-7755
<https://ag.ny.gov/consumer-frauds-bureau>

New York Department of State
Division of Consumer Protection
99 Washington Avenue, Suite 650
Albany, NY 12231
(800) 697-1220
www.dos.ny.gov

North Carolina Residents: You may obtain information about preventing identity theft from the North Carolina Attorney General's Office at:

Office of the Attorney General of North Carolina
114 West Edenton Street
Raleigh, NC 27699-9001
Telephone: 1-919-716-6400
www.ncdoj.gov

Oregon Residents: You may obtain information about reporting suspected identity theft from the following Oregon agencies:

Office of the Attorney General
Oregon Department of Justice
1162 Court St. NE
Salem, OR 97301-4096
Email: AttorneyGeneral@doj.state.or.us

Office of Attorney General
Consumer Protection
Toll-Free: 1-877-877-9392
<https://justice.oregon.gov/consumercomplaints>