HCAI Department of Health Care Access and Information
Return Mail Processing
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Claysburg, PA 16625-0589

2020 West El Camino Ave, Suite 800
Sacramento, CA 95833
hcai.ca.gov

Q6389-L01-0000001 P001 T00001 ********SCH 5-DIGIT 12345
SAMPLE A SAMPLE - L01
APT ABC
123 ANY STREET
ANYTOWN, ST 12345-6789

Subject: Notice of Data Breach
November 16, 2026

Dear Sample A. Sample,

We're reaching out because the Department of Health Care Access and Information (HCAI) recently identified a potential privacy breach involving your personal information. We take very seriously the importance of protecting personal information and sincerely apologize for this incident. This letter explains what happened, how you may be impacted, what we're doing, and what you can do next.

What happened:
On May 27, 2026, HCAI discovered that some grant, scholarship, and loan applications submitted through our Funding Portal 1.0 could be accessed by certain search engine links. This is because of a multi-factor authentication (MFA) misconfiguration. This was not a cyber attack. Some application links, each with their own unique ID, showed up in the results for major search engines. If someone clicked one of those links, they may have been able to see the full details of an application.

How you may be impacted:
Since you submitted an application in Funding Portal 1.0 between 2017 and May 27, 2026, your information may have been exposed. Information in applications may have included your name, driver's license or identification number, demographic information, address, email address, and any attachments you uploaded. It may have also included your Social Security number, military identification number, or medical information, if you included any of those items with your application. There is no evidence of misuse, and we believe the likelihood that your data was accessed is low.

What we're doing: We regret that this incident occurred and want to assure you that we are reviewing and revising our procedures and practices to minimize the risk of this happening again. We have done the following:

- When we learned of the exposure, we immediately took the portal offline on May 27, 2026. We corrected the MFA settings and performed extensive testing to confirm the issue was fixed. After thoroughly testing all affected systems, we restored the portal to service on May 29, 2026.

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- We reviewed our procedures and strengthened controls to prevent this from happening again.
- We are continuing to monitor and improve our security practices.

What you can do:

- Complimentary credit monitoring is available. Please see the enrollment instructions at the bottom of this letter.
- Consider placing a fraud alert on your credit files and review your credit reports for any unusual activity.
- Contact any of the three major credit bureaus to place a fraud alert (one alert will cover all three):
  - Experian: 1-888-397-3742
  - Equifax: 1-800-525-6285
  - TransUnion: 1-800-680-7289

Resources and your privacy rights:

- California Department of Justice privacy information: www.oag.ca.gov/privacy
- Breach Help – Consumer Tips (English): https://oag.ca.gov/sites/all/files/agweb/pdfs/privacy/cis-17-breach-help.pdf
- Breach Help – Consumer Tips (Spanish): https://oag.ca.gov/sites/all/files/agweb/pdfs/privacy/sp-cis-17-breach-help.pdf

Complimentary credit monitoring: To help protect your identity, we are offering complimentary access to Experian IdentityWorks℠ for ## months.

If you believe there was fraudulent use of your information as a result of this incident and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent. If, after discussing your situation with an agent, it is determined that identity restoration support is needed then an Experian Identity Restoration agent is available to work with you to investigate and resolve each incident of fraud that occurred from the date of the incident (including, as appropriate, helping you with contacting credit grantors to dispute charges and close accounts; assisting you in placing a freeze on your credit file with the three major credit bureaus; and assisting you with contacting government agencies to help restore your identity to its proper condition).

Please note that Identity Restoration is available to you for ## months from the date of this letter and does not require any action on your part at this time. The Terms and Conditions for this offer are located at www.ExperianIDWorks.com/restoration.

While identity restoration assistance is immediately available to you, we also encourage you to activate the fraud detection tools available through Experian IdentityWorks as a complimentary ##-month membership. This product provides you with superior identity detection and resolution of identity theft. To start monitoring your personal information, please follow the steps below:

- Ensure that you **enroll by** February 28, 2027 (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: https://www.experianidworks.com/1Bcreditmembership
- Provide your **activation code**: 012345678901234567890123 4

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If you have questions about the product, need assistance with Identity Restoration that arose as a result of this incident, or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at 833-918-1113 by February 28, 2027 Monday through Friday, between 6 am - 6 pm Pacific Time. Be prepared to provide engagement number ENGAGE# as proof of eligibility for the Identity Restoration services by Experian.

ADDITIONAL DETAILS REGARDING YOUR ##-MONTH EXPERIAN IDENTITYWORKS MEMBERSHIP

A credit card is not required for enrollment in Experian IdentityWorks. You can contact Experian immediately regarding any fraud issues, and have access to the following features once you enroll in Experian IdentityWorks:

- **Experian credit report at signup:** See what information is associated with your credit file. Daily credit reports are available for online members only.*
- **Credit Monitoring:** Actively monitors Experian file for indicators of fraud.
- **Identity Restoration:** Identity Restoration specialists are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARE™:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **$1 Million Identity Theft Insurance**:** Provides coverage for certain costs and unauthorized electronic fund transfers.

Agency Contact:
If you have questions, please contact the HCAI Privacy Office at (916) 326-3624 or Privacy.Officer@hcai.ca.gov or at the address provided at the top of this notice.

Sincerely,

Elizabeth Landsberg
Director

Department of Health Care Access and Information
www.HCAI.ca.gov

* Offline members will be eligible to call for additional reports quarterly after enrolling.
** The Identity Theft Insurance is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.