KernMedical | 160 Health for Life.

Return Mail Processing
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Carol Stream, IL 60197

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SAMPLE A. SAMPLE
123 MAIN STREET
ANYTOWN US 12345-6789

November 16, 2026

RE: Important Security Notification. Please read this entire letter.

Dear Sample A. Sample:

Kern County Hospital Authority, which owns and operates Kern Medical, writes to notify you about a matter that may have involved some of your information. This letter provides you with information about this matter, our response, and steps you may take if you believe those steps are appropriate.

We identified unusual activity affecting our systems. Upon discovery, we promptly secured the account and began an investigation with the assistance of cybersecurity specialists. During this review, we identified certain affected files that may have included personal information belonging to individuals. The information involved may include your name, address, date of birth, medical record number, dates of service, and health insurance information.

Based on our review to date, the information involved did not include your Social Security number or financial account information. Whether you take any action to monitor your information is a personal decision. Should you have concerns, we are providing free resources that you may review in the "Steps Individuals Can Take To Protect Personal Information" section of this letter.

In response to this matter, we reset the account's credentials, removed the unauthorized access, blocked the network addresses associated with the activity, and engaged a third-party forensic firm to review the matter. We are also reinforcing workforce security awareness training and enhancing our authentication and security monitoring controls to reduce the risk of an issue like this recurring. We will continue to evaluate and update our policies and practices as appropriate.

To date, we are not aware of any reports of identity fraud or identity theft as a direct result of this incident. Nevertheless, out of an abundance of caution, we want to make you aware of the incident.

If you have questions about this matter, we have an assistance line with agents ready to help answer your questions. You may contact our toll-free assistance line at 1-833-918-0045, Monday through Friday from 6:00 a.m. to 6:00 p.m. Pacific Time (excluding U.S. holidays). Be prepared to provide engagement number [B#######].

Sincerely,

Phillip Jenkins
Assistant General Counsel
Acting Compliance and Privacy Officer
Kern County Hospital Authority

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STEPS INDIVIDUALS CAN TAKE TO PROTECT PERSONAL INFORMATION

Free Credit Report. You may obtain a copy of your credit report, free of charge, once every 12 months from each of the nationwide credit reporting agencies. To order your annual free credit report please visit www.annualcreditreport.com or call toll free at 1-877-322-8228, or by completing the Annual Credit Report Request Form and mailing it to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281. Contact information for the national credit reporting agencies is provided below.

- **Equifax**, P.O. Box 740256, Atlanta, GA 30374, www.equifax.com, 1-800-685-1111
- **Experian**, PO Box 4500, Allen, TX 75013, www.experian.com, 1-888-397-3742
- **TransUnion**, PO Box 2000, Chester, PA 19016, www.transunion.com, 1-800-916-8800

Fraud Alert. You have the right to place an initial or extended "fraud alert" on your file at no cost by contacting any of the nationwide credit reporting agencies. Contact information for the national credit reporting agencies for the purposes of placing a fraud alert on your file is provided below. An initial fraud alert is a 1-year alert that is placed on a consumer's credit file. Upon seeing a fraud alert displayed on a consumer's credit file, a business is required to take steps to verify the consumer's identity before extending new credit. For this reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit. If you are a victim of identity theft and have filed an identity theft report with law enforcement, you may want to consider placing an extended fraud alert, which lasts for 7 years, on your credit file.

- **Equifax**, P.O. Box 740256, Atlanta, GA 30374, https://www.equifax.com/personal/credit-report-services/credit-fraud-alerts/, 1-800-685-1111
- **Experian**, PO Box 4500, Allen, TX 75013, https://www.experian.com/fraud/center.html, 1-888-397-3742
- **TransUnion**, PO Box 2000, Chester, PA 19016, https://www.transunion.com/fraud-alerts, 1-800-916-8800

Security Freeze. You have the right to place, lift, or remove a "security freeze" on your credit report, free of charge. A security freeze prohibits a credit reporting agency from releasing any information from a consumer's credit report without written authorization. However, please be aware that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit mortgages, employment, housing or other services. Under federal law, you cannot be charged to place, lift, or remove a security freeze. You must place your request for a freeze separately with each of the consumer reporting agencies. To place a security freeze on your credit report, you may do so by contacting each of the consumer reporting agencies through the contact information below.

- **Equifax**, PO Box 740241, Atlanta, GA 30374, https://www.equifax.com/personal/credit-report-services/credit-freeze/, 1-800-685-1111
- **Experian**, PO Box 2104, Allen, TX 75013, http://experian.com/freeze, 1-888-397-3742
- **TransUnion**, PO Box 2000, Chester, PA 19016, https://www.transunion.com/credit-freeze, 1-833-799-5355

To request a security freeze, you will need to provide some or all of the following information to the credit reporting agency, depending on whether you do so online, by phone, or by mail (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 5 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. It is essential that each copy be legible, display your name and current mailing address, and the date of issue. If you are a victim of identity theft, include a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft.

The credit reporting agencies have 1 business day after receiving your request by toll-free telephone or secure electronic means, or up to 3 business days after receiving your request by mail, to place a security freeze on your credit report. The credit bureaus must also send written confirmation to you within 5 business days and may provide you with a unique personal identification number (PIN) or password (or both) that can be used by you to authorize the removal or lifting of the security freeze. It is important to maintain this PIN/password in a secure place, as you will need it to lift or remove the security freeze.

To lift the security freeze in order to allow a specific entity or individual access to your credit report, or to lift a security freeze for a specified period of time, you must submit a request through a toll-free telephone number, a secure electronic means maintained by a credit reporting agency, or by sending a written request via regular, certified, or overnight mail to the credit reporting agencies and include proper identification (name, address, and Social Security number) and the PIN or password provided to you when you placed the security freeze as well as

the identity of those entities or individuals you would like to receive your credit report or the specific period of time you want the credit report available. The credit reporting agencies have 1 business day after receiving your request by toll-free telephone or secure electronic means, or 3 business days after receiving your request by mail, to lift the security freeze for those identified entities or for the specified period of time.

To remove the security freeze, you must submit a request through a toll-free telephone number, a secure electronic means maintained by a credit reporting agency, or by sending a written request via regular, certified, or overnight mail to each of the credit bureaus and include proper identification (name, address, and Social Security number) and the PIN number or password provided to you when you placed the security freeze. The credit bureaus have 1 business day after receiving your request by toll-free telephone or secure electronic means, or 3 business days after receiving your request by mail, to remove the security freeze.

Federal Trade Commission 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 immediately contact the FTC, proper law enforcement authorities and/or your state attorney general. You may also contact these agencies for information on how to prevent or avoid identity theft and to obtain additional information about fraud alerts and security freezes. You may contact the **Federal Trade Commission**, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580, www.identitytheft.gov, 1-877-ID-THEFT (438-4338).

- **Massachusetts residents:** You have the right to obtain any police report filed in regard to this incident. If you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it. You also have the right to request a security freeze, as described above.
- **A Summary of Your Rights Under the Fair Credit Reporting Act ("FCRA"):** These rights include the right to know what is in your file; to dispute incomplete or inaccurate information; to have consumer reporting agencies correct or delete inaccurate, incomplete, or unverifiable information; and other rights. For more information about the FCRA, and your rights pursuant to the FCRA, please visit www.consumer.ftc.gov/sites/default/files/articles/pdf/pdf-0096-fair-credit-reporting-act.pdf or write to: Consumer Financial Protection Bureau, 1700 G Street N.W., Washington, DC 20552.



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