

## NOTICE OF DATA PRIVACY EVENT

**April 30, 2025** – MAK Anesthesia (“MAK”) is providing notice of a recent data event that occurred at our third-party vendor Nationwide Recovery Services, Inc. (“NRS”), which may have affected your data. MAK has previously used NRS for various services, including payment collection. MAK takes this event very seriously and is providing information about the event, our response to it, and resources available to individuals to help protect their information, should they feel it appropriate to do so.

**What Happened?** On July 11, 2024, MAK’s third-party vendor, NRS, became aware of a cybersecurity issue involving its network environment. NRS’s investigation determined that an unknown actor had gained unauthorized access to systems on NRS’s network from July 5, 2024, to July 11, 2024. During this time, the unknown actor copied files that were stored on one of NRS’s systems. NRS did not inform MAK of the extent of the event’s impact until February 17, 2025, when NRS sent a notice to MAK that the incident may have impacted the security of data relating to MAK’s patients. MAK has no evidence this event involved any of MAK’s network environment and, to MAK’s knowledge, involved only NRS and data within NRS’s control.

MAK then began a comprehensive review of the potentially impacted data set to understand whose information was potentially affected. On April 10, 2025, MAK Anesthesia identified persons whose sensitive information was potentially included within the data set. The potentially impacted information includes: name, date of birth, address, medical information, and Social Security number.

**What We Are Doing.** MAK takes this event and security of personal information in its care very seriously. Upon learning of this event, MAK moved quickly to investigate and respond to the event. As part of its ongoing commitment to the security of information, MAK is reviewing and enhancing its existing policies and procedures related to data privacy to reduce the likelihood of a similar future event.

**How Will Individuals Know If They Are Affected By This Event?** MAK is mailing a notice letter to individuals whose information was determined to be in the affected files, for whom a valid mailing address is available. If an individual does not receive a letter but would like to know if they are affected, they may call MAK’s dedicated assistance line, detailed below.

**Whom Should Individuals Contact For More Information?** If individuals have questions or would like additional information, they may call MAK’s dedicated assistance line at 1-833-799-3693, between the hours of 8:00 a.m. to 8:00 p.m. Eastern time, Monday through Friday. This excludes all major U.S. holidays

**What You Can Do.** We encourage individuals to remain vigilant against events of identity theft and fraud by reviewing your account statements, explanation of benefits forms, and monitoring your free credit reports for suspicious activity and to detect errors. Under U.S. law individuals are entitled to one free credit report annually from each of the three major credit reporting bureaus. To order a free credit report, visit <https://www.annualcreditreport.com/index.action> or call, toll-free, 1-877-322-8228. Individuals may also contact the three major credit bureaus directly to request a free copy of their credit report, place a fraud alert, or a security freeze. Contact information for the credit bureaus is below:

Consumers have the right to place an initial or extended “fraud alert” on a credit file at no cost. An initial fraud alert is a 1-year alert that 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 years. Should you wish to place a fraud alert, please contact any one of the three major credit reporting bureaus listed below.

As an alternative to a fraud alert, consumers have the right to place a “credit freeze” on a credit report, which will prohibit a credit bureau from releasing information in the credit report without the consumer’s express authorization. The credit freeze is designed to prevent credit, loans, and services from being approved in your name without your consent. However, you should be aware that using a credit freeze to take control over who gets access to the personal and financial information in your credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application you make regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, you cannot be charged to place or lift a credit freeze on your credit report. To request a security freeze, you may need to provide the following information, depending on whether the request is made online, by phone, or by mail:

1. Full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security number;
3. Date of birth;
4. Addresses for the prior two to five years;
5. Proof of current address, such as a current utility bill or telephone bill;
6. A legible photocopy of a government-issued identification card (state driver’s license or ID card, etc.); and
7. A copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft if you are a victim of identity theft.

Should you wish to place a fraud alert or a credit freeze, please contact the three major credit reporting bureaus listed below:

| <b>Equifax</b>  | <b>Experian</b>   | <b>TransUnion</b>   |
|---|---|---|
| <a href="https://www.equifax.com/personal/credit-report-services/">https://www.equifax.com/personal/credit-report-services/</a> | <a href="https://www.experian.com/help/">https://www.experian.com/help/</a> | <a href="https://www.transunion.com/credit-help">https://www.transunion.com/credit-help</a> |
| 1-888-298-0045  | 1-888-397-3742  | 1-800-916-8800  |
| Equifax Fraud Alert, P.O. Box 105069<br>Atlanta, GA 30348-5069  | Experian Fraud Alert, P.O.<br>Box 9554, Allen, TX 75013                     | TransUnion Fraud Alert, P.O.<br>Box 2000, Chester, PA 19016                                 |
| Equifax Credit Freeze, P.O. Box<br>105788 Atlanta, GA 30348-5788  | Experian Credit Freeze, P.O.<br>Box 9554, Allen, TX 75013                   | TransUnion Credit Freeze, P.O.<br>Box 160, Woodlyn, PA 19094                                |

### **Additional Information**

You may further educate yourself regarding identity theft, fraud alerts, credit freezes, and the steps you can take to protect your personal information by contacting the consumer reporting bureaus, the Federal Trade Commission, or your state Attorney General. The Federal Trade Commission may be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580; <https://www.identitytheft.gov/>; 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. You can obtain further information on how to file such a complaint by way of the contact information listed above. You have the right to file a police report if you ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, you will likely need to provide some proof that you have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement and your state Attorney General. This notice has not been delayed by law enforcement.