

Notice sent to VT staff:

9/30/2025

Dear Healthy Living Staff

We are writing to you because of a recent cybersecurity incident at Road To Hana, Inc. d/b/a Healthy Living ("Healthy Living"). On or about 9/22/2025, Healthy Living was the victim of a ransomware attack during which a threat actor gained unauthorized access to one of our local servers and potentially accessed files containing personally identifiable information, including names, addresses, social security numbers, direct deposit information, and medical records. The materials accessed may have included personally identifiable information pertaining to you.

Upon learning of the incident, we promptly began working with our managed services provider to secure our systems and further investigate the incident. Our IT security team immediately neutralized the threat and shut down all access to the affected server. We then did a deep scan of what files may have been accessed. While we are unable to say definitively if your information was accessed, we are notifying you in an abundance of caution. We have seen no evidence of misuse of any information related to this incident. Below is a checklist of suggestions of how you can best protect yourself.

1. Review your bank, credit card and debit card account statements over the next twelve to twenty-four months and immediately report any suspicious activity to your bank or credit union.
2. Monitor your credit reports with the major credit reporting agencies.

Equifax / 1-800-685-1111 / [www.equifax.com](http://www.equifax.com)

[www.equifax.com/personal/credit-report-services/credit-fraud-alerts/](http://www.equifax.com/personal/credit-report-services/credit-fraud-alerts/)

Experian / 1-888-397-3742 / [www.experian.com](http://www.experian.com)

[www.experian.com/help/fraud-alert/](http://www.experian.com/help/fraud-alert/)

TransUnion / 1-800-916-8800 / [www.transunion.com](http://www.transunion.com)

[www.transunion.com/fraud-alerts](http://www.transunion.com/fraud-alerts)

Call the credit reporting agency at the telephone number on the report if you find:

- Accounts you did not open.
- Inquiries from creditors that you did not initiate.
- Inaccurate personal information, such as home address and Social Security number.

Under Vermont law, you are entitled to a free copy of your credit report from those agencies every twelve months.

All three agencies also offer free credit monitoring. We recommend taking advantage of these valuable services.

3. If you do find suspicious activity on your credit reports or other account statements, call your local police or sheriff's office and file a report of identity theft. Get a copy of the police

report. You may need to give copies of the police report to creditors to clear up your records, and also to access some services that are free to identity theft victims.

4. If you find suspicious activity on your credit reports or on your other account statements, consider placing a fraud alert on your credit files so creditors will contact you before opening new accounts. Call any one of the three credit reporting agencies at the numbers above to place fraud alerts with all of the agencies.

5. You may also get information about security freezes by contacting the credit bureaus at the following addresses: Equifax: <https://www.equifax.com/personal/credit-report-services/credit-freeze/> Experian: <https://www.experian.com/help/credit-freeze/> TransUnion: <https://www.transunion.com/v/credit-freeze-2>

If you do not have Internet access but would like to learn more about how to place a security freeze on your credit report, contact the Vermont Attorney General's Office at 802-656-3183 (800-649-2424 toll free in Vermont only).

6. Even if you do not find suspicious activity on your credit report or your other account statements, it is important that you check your credit report for the next two years. Just call one of the numbers in paragraph 2 above to order your reports or to keep a fraud alert in place.

7. Re-number your bank account to take extra precaution. Contacting your bank or visiting a branch is the easiest way.

Helpful information about fighting identity theft, placing a security freeze, and obtaining a free copy of your credit report is available on the Vermont Attorney General's website at <http://ago.vermont.gov/>. Another helpful source is the Federal Trade Commission website, available at <https://consumer.ftc.gov/identity-theft-and-online-security/identity-theft>.

If there is anything Healthy Living can do to assist you, please contact P&E, Eli or Nina at any time.

Sincerely,

Eli Lesser-Goldsmith / Owner