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September 26, 2025

On May 29, 2025, Intercommunity Action Inc. learned that an unauthorized user gained access to our computer network and obtained certain files that contained personal information. Based on our investigation, we learned that unauthorized connections were made to the computer systems from May 28, 2025 to May 29, 2025. Some of the files may have been made available online. Currently, we do not have any evidence that identity theft or fraud has occurred as a result of this incident.

As a precautionary measure, the files that were obtained were reviewed to determine whether any of those files contained personal information or protected health information. The type of personal information involved depended on the personal information present in the affected file. Based on the review, there were some files that contained different types of personal information such as: first name, last name, date of birth, address, Social Security Numbers, driver's license numbers, state identification numbers, bank account information, credit card numbers, other financial information, and protected health information including, without limitation, claims information, diagnosis/conditions, medications, or other treatment information.

Although we are unaware of any identity theft or fraud as a result of this incident, we are notifying impacted individuals. Out of an abundance of caution, we are also providing identity theft protection services to those whose Social Security Number, driver's license number, state identification number, or bank account information was involved and are mailing letters with enrollment information to those individuals. In addition, we've taken steps to block unauthorized users from connecting to our computer systems, reset the relevant passwords, reviewed the contents of the affected files to determine whether they contained personal information or protected health information, and took additional measures to prevent unauthorized users from accessing our computer systems in the future.

If you have questions about this incident, please call (866) 291-1908 Monday through Friday from 9:00 a.m. to 6:30 p.m. Eastern Time, excluding major U.S. holidays.

Further Information and Steps You Can Take

Filing a Police Report for Suspicious Activity

We encourage you to remain vigilant of identity theft or fraud. You should review account statements, explanation of benefits, and credit reports and report any suspicious activity or suspected identity theft. You have the right to file a police report if you experience identity theft or fraud. If you do find suspicious activity of identity theft or fraud, call your local police or sheriff's office and file a police 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. In addition, you should report identity theft to your state's Attorney General and to the Federal Trade Commission ("FTC"). This notice has not been delayed by law enforcement.

Monitoring Your Accounts

You may obtain a free copy of your credit report from each of the credit bureaus once a year by visiting http://www.annualcreditreport.com, or calling 877-322-8228. Hearing impaired consumers can access TDD service at 800-821-7232. You can also order your annual free credit report by mailing a completed Annual Credit Report Request Form (available from the U.S. Federal Trade Commission's ("FTC") website at www.consumer.ftc.gov) to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281. You may contact the nationwide credit bureaus at:

Equifax, 888-378-4329, P.O. Box 105281, Atlanta, GA 30348, www.equifax.com/FCRA.
Experian, 888-397-3742, P.O. Box 2104, Allen, TX 75013, www.experian.com.
TransUnion, 800-888-4213, P.O. Box 2000, Chester, PA 19016, www.transunion.com.

You may also place a fraud alert or security freeze on your credit report at no cost. A fraud alert is a notice that can be placed on a consumer's credit report that alerts companies who may extend credit that the consumer may have been a victim of identity theft or fraud. When a fraud alert is displayed on a consumer's credit file, a business is required to take steps to verify the consumer's identity before extending new credit. There are two types of fraud alerts: an "initial" fraud alert that lasts for one year, and an "extended" fraud alert for victims of identity theft or fraud that lasts seven years. A fraud alert should not affect your ability to get a loan or credit, but it may cause some delay if you are applying for credit. To place a fraud alert, please contact one of the credit reporting agencies at:

Equifax, 888-378-4329 , P.O. Box 105069, Atlanta, GA 30348, www.equifax.com/personal/credit-report-services.
Experian, 888-397-3742, P.O. Box 9554, Allen, TX 75013, www.experian.com/fraud/center.html.
TransUnion, 800-916-8800, P.O. Box 2000, Chester, PA 19016, www.transunion.com/fraud-alerts.

Alternatively, you may place a security freeze on your file. Security freezes will prevent new credit from being opened in your name without the use of a personal identification number or password that will be issued by the credit reporting agencies after you initiate the freeze. In order to place a security freeze, you may be required to provide the credit reporting agencies with information that identifies you. A security freeze can make it more difficult for someone to get credit in your name, but it also may delay your ability to obtain credit. The credit reporting agencies may not charge a fee to place a freeze or remove a freeze. To place a security freeze, please contact one of the agencies at:

Equifax, 888-378-4329, P.O. Box 105788, Atlanta, GA 30348, www.equifax.com/personal/credit-report-services.
Experian, 888-397-3742, P.O. Box 9554, Allen, TX 75013, www.experian.com/help/credit-freeze.
TransUnion, 800-916-8800, P.O. Box 160, Woodlyn, PA 19094, www.transunion.com/credit-freeze.

Additional Information

You may find additional information about fraud alerts, security freezes, and suggestions you can take to protect yourself from identity theft or fraud by contacting the FTC or your state Attorney General.

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 Federal Trade Commission and/or the Attorney General's office in your home state. You may also contact these agencies for information on how to prevent or minimize the risks of identity theft.

The FTC provides suggestions for actions you may take in the event of identity theft at www.consumer.ftc.gov/features/feature-0014-identity-theft. You may also call the FTC for more information at 1-877-ID-THEFT (438-4338) (TTY: 1-866-653-4261), or write Identity Theft Clearinghouse, Federal Trade Commission, 600 Pennsylvania Avenue, NW, Washington, DC 20580.

You may also review helpful sites to learn more about medical identity theft. Helpful information may be found in the Federal Trade Commission's *What to Know About Medical Identity Theft* Article for consumers, which can be found at https://consumer.ftc.gov/articles/what-know-about-medical-identity-theft.

You may also consider changing your online credentials, passwords, and security questions and answers. Choose a unique, hard-to-guess password for each of your online accounts and be sure to look for and report any unusual activity. A hard-to-guess password contains at least eight characters and a combination of upper and lower case letters, numbers and special characters.

For California Residents: Visit the California Office of Privacy Protection (http://ww.ca.gov/Privacy) for additional information on protection against identity theft.

For Connecticut Residents, the Attorney General can be contacted at 165 Capitol Avenue, Hartford, CT 06106, 1-860-808-5318, www.ct.gov/ag.

For Maryland Residents: You can find more information regarding steps to avoid identity theft from the Maryland Attorney General's Office: The Maryland Office of the Attorney General, Consumer Protection Division, 200 St. Paul Place, Baltimore, MD 21202, 1-888-743-0023, www.oag.maryland.gov.

For New York Residents: The Attorney General may be contacted at: Office of the Attorney General, The Capitol, Albany, NY 12224-0341; 1-800-771-7755; www.ag.ny.gov. The New York Department of State Division of Consumer Protection may be contacted at: Consumer Assistance Unit 99, 1-800-697-1220, Washington Ave., Albany, NY 12231, www.dos.ny.gov/consumerprotection.

For Oregon Residents: You are advised to report any suspected identity theft to law enforcement, the Federal Trade Commission, and the Oregon Attorney General. You can report suspected identity theft to the Oregon Attorney General at (877) 877-9392, (503) 378-4400, Oregon Department of Justice, 1162 Court Street NE, Salem, OR 97301-4096, or at www.doj.state.or.us.