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January 23, 2026

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VIA E-MAIL (ATTORNEYGENERAL@DOJ.NH.GOV)

The Honorable John Formella
Attorney General of the State of New Hampshire
Office of the Attorney General
33 Capitol Street
Concord, New Hampshire 03301

Re: Notification of a Data Security Incident

To Whom It May Concern:

We represent GiaCare, Inc. (“GiaCare”) and GiaMed Alliance JV, LLC (“GiaMed”) in connection with an incident that may have involved the personal information of certain New Hampshire residents. WAB is reporting the incident pursuant to N.H. Rev. Stat. Ann. § 359-C:20. This notice will be supplemented, if necessary, with any new significant facts discovered subsequent to this submission. While GiaCare and GiaMed are providing notice of this incident, neither GiaCare nor GiaMed waives any rights or defenses relating to the incident, this notice, or the applicability of New Hampshire law on personal jurisdiction.

NATURE OF THE INCIDENT

On or about December 23, 2025, GiaCare was alerted to a vulnerability in the file-sharing platform of a third-party vendor, Gladinet CentreStack (“CentreStack”), used by GiaCare. Upon discovering the incident, GiaCare promptly worked closely with its IT security vendor to confirm the security of GiaCare’s systems. The security vendor confirmed that GiaCare’s systems had not been compromised. The incident was limited to an exploitation of a vulnerability in the CentreStack platform. The security vendor further determined that certain GiaCare files maintained in the CentreStack platform had been accessed and exfiltrated by an unauthorized third party on or about December 6, 2025. GiaCare has determined that the files contained the name, drivers’ license number and Social Security number of one (1) New Hampshire resident. At this time, GiaCare is not aware of any fraud or identity theft to any individual as a result of the incident.



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NOTICE TO THE NEW HAMPSHIRE RESIDENT

GiaCare is notifying the one (1) New Hampshire resident of the incident via first-class United States mail today, January 23, 2026. The notification letter describes the incident, provides information on protecting against potential fraud and identity theft and includes an offer of complimentary credit monitoring services. GiaCare has also arranged for a toll-free, dedicated call line to assist in responding to inquiries regarding the incident. Enclosed is a sample of the notification letter.

STEPS TAKEN RELATING TO THE INCIDENT

As noted above, GiaCare has worked closely with its IT security vendor to investigate the incident and confirm the security of GiaCare's systems. Additionally, GiaCare is undertaking further efforts to reduce the risk of this type of incident from occurring in the future, including enhancing its technical security measures. Further, GiaCare has migrated its data from the CentreStack platform to another secure platform. As a result, GiaCare will no longer be using the CentreStack platform. Finally, as discussed above, GiaCare is notifying involved individuals, offering complimentary credit monitoring services, and providing information on how to protect against fraudulent activity and identity theft.

CONTACT INFORMATION

Please do not hesitate to contact me if you have any questions or if I can provide you with any further information concerning this matter.

Very truly yours,

A handwritten signature in black ink that reads 'Bruce C. Radke'.

Bruce Radke

Enclosure



Secure Processing Center
P.O. Box 680
Central Islip, NY 11722-0680

Postal Endorsement Line

<<Full Name>>

<<Address 1>>

<<Address 2>>

<<Address 3>>

<<City>>, <<State>> <<Zip>>

<<Country>>

***Postal IMB Barcode

<<Date>>

Dear <<Full Name>>:

GiaCare, Inc. ("GiaCare"), as subcontractor to GiaMed Alliance JV, LLC, values and respects the privacy of your information, which is why we are writing to advise you of an incident that may have involved some of your personal information.

What Happened? On or about December 23, 2025, GiaCare was alerted to a vulnerability in the file-sharing platform of a third-party vendor, Gladinet CentreStack ("CentreStack") used by GiaCare. Upon discovering the incident, we promptly engaged a security firm to investigate and confirm the security of GiaCare's systems. Importantly, the security firm confirmed that GiaCare's systems had not been compromised. The incident was limited to an exploitation of a vulnerability in the CentreStack platform. The security firm further determined that certain GiaCare files maintained in the CentreStack platform had been accessed and exfiltrated by an unauthorized third party on December 6, 2025.

What Information Was Involved? We reviewed the relevant files to determine if they contained any personal information. Based on the results of our investigation, we recently determined that the files contained some of your personal information, including your name, drivers' license number and Social Security number.

What Are We Doing? In addition to the actions described above, we are taking further steps to reduce the risk of this type of incident occurring in the future, including enhancing our technical security measures. We are also offering a complimentary one-year membership of Epiq – Privacy Solutions ID 3B Credit Monitoring. This product helps detect possible misuse of your personal information and provides you with identity protection services focused on immediate identification and resolution of identity theft. Epiq – Privacy Solutions ID 3B Credit Monitoring is completely free to you, and enrolling in this program will not hurt your credit score. **For more information on identity theft prevention and Epiq – Privacy Solutions ID 3B Credit Monitoring, including instructions on how to activate your complimentary one-year membership, please see the additional information provided in this letter.**

What Can You Do? You can take advantage of the complimentary credit monitoring included in this letter. You can also find more information on steps to protect yourself against possible identity theft or fraud in the enclosed *Additional Important Information* sheet.

For More Information. We value the trust you place in us to protect your privacy, take our responsibility to safeguard your personal information seriously, and apologize for any inconvenience this incident might cause. For further information and assistance, please call [REDACTED] from 9:00 a.m. – 9:00 p.m. Eastern Time, Monday through Friday.

Sincerely,

GiaCare, Inc.

ACTIVATING YOUR COMPLIMENTARY CREDIT MONITORING

To help protect your identity, we are offering a **complimentary** one-year membership in Epiq – Privacy Solutions ID 3B Credit Monitoring. This product helps detect possible misuse of your personal information and provides you with superior identity protection support focused on immediate identification and resolution of identity theft.

Activation Code: <<ACTIVATION CODE>>

Enrollment Deadline: <<ENROLLMENT DEADLINE>>

How To Enroll:

- 1) Visit www.privacysolutionsid.com and click “Activate Account”
- 2) Enter the following activation code, <<Activation Code>> and complete the enrollment form
- 3) Complete the identity verification process
- 4) You will receive a separate email from noreply@privacysolutions.com confirming your account has been set up successfully and will include an Access Your Account link in the body of the email that will direct you to the log-in page
- 5) Enter your log-in credentials
- 6) You will be directed to your dashboard and activation is complete.

If you need assistance with the enrollment process or have questions regarding Epiq – Privacy Solutions ID 3B Credit Monitoring, please call directly at **866.675.2006**, Monday-Friday 9:00 a.m. to 5:30 p.m., ET.

Product Features:

3-Bureau Credit Monitoring with Alerts

Monitors your credit file(s) with each of the 3 Credit Bureaus for key changes, with alerts such as credit inquiries, new accounts, and public records.

VantageScore® 3.0 Credit Score with Score Tracker*

1-Bureau VantageScore®3.0 (monthly) and Credit Score Tracker.

SSN Monitoring (High Risk Transaction Monitoring, Real-Time Authentication Alerts, Real-Time Inquiry Alerts)

Detect and prevent common identity theft events outside of what is on your credit report. Real-time monitoring of SSNs across situations like loan applications, employment and healthcare records, tax filings, online document signings and payment platforms, with alerts.

Dark Web Monitoring

Scans millions of servers, online chat rooms, message boards, and websites across all sides of the web to detect fraudulent use of your personal information, with alerts.

Change of Address Monitoring

Monitors the National Change of Address (NCOA) database and the U.S. Postal Service records to catch unauthorized changes to users' current or past addresses.

Credit Protection

3-Bureau credit security freeze assistance with blocking access to the credit file for the purposes of extending credit (with certain exceptions).

Personal Info Protection

Helps users find their exposed personal information on the surface web—specifically on people search sites and data brokers – so that the user can opt out/remove it. Helps protect members from ID theft, robo calls, stalkers, and other privacy risks.

Identity Restoration & Lost Wallet Assistance

Dedicated ID restoration specialists who assist with ID theft recovery and assist with canceling and reissuing credit and ID cards.

Up to \$1M Identity Theft Insurance**

Provides up to \$1,000,000 (\$0 deductible) Identity Theft Event Expense Reimbursement Insurance on a discovery basis. This insurance aids in the recovery of a stolen identity by helping to cover expenses normally associated with identity theft.

Unauthorized Electronic Funds Transfer- UEFT**

Provides up to \$1,000,000 (\$0 deductible) Unauthorized Electronic Funds Transfer Reimbursement. This aids in the recovery of stolen funds resulting from fraudulent activity (occurrence based).

* The credit scores provided are based on the VantageScore® 3.0 model. For three-bureau VantageScore® credit scores, data from Equifax®, Experian®, and TransUnion® are used respectively. Third parties use many different types of credit scores and are likely to use a different type of credit score to assess your creditworthiness.

** Identity Theft Insurance is underwritten by insurance company subsidiaries or affiliates of American International Group, Inc. or American Bankers Insurance Company of Florida, an Assurant company. The description herein is a summary and intended for informational purposes only and does not include all terms, conditions, and exclusions of the policies described. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

Additional Important Information

As a precautionary measure, we recommend that you remain vigilant to protect against potential fraud and/or identity theft by, among other things, reviewing your account statements and monitoring credit reports closely. If you detect any suspicious activity on an account, you should promptly notify the financial institution or company with which the account is maintained. You should also promptly report any fraudulent activity or any suspected incidents of identity theft to proper law enforcement authorities, including the police and your state's attorney general, as well as the Federal Trade Commission ("FTC").

You may wish to review the tips provided by the FTC on fraud alerts, security/credit freezes and steps you can take to avoid identity theft. For more information and to contact the FTC, please visit www.ftc.gov/idtheft or call 1-877-ID-THEFT (1-877-438-4338). You may also contact the FTC at Federal Trade Commission, 600 Pennsylvania Avenue, NW, Washington, DC 20580.

Credit Reports: By law, you may obtain a free copy of your credit report once every 12 months from each of the three national credit reporting agencies. The three national credit reporting agencies have also agreed to provide free weekly online credit reports. You can obtain your free credit report by visiting www.annualcreditreport.com, by calling toll-free 1-877-322-8228, or by completing an Annual Credit Report Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348. You can print a copy of the request form at <https://www.annualcreditreport.com/manualRequestForm.action>. Alternatively, you may elect to purchase a copy of your credit report by contacting the three national credit reporting agencies. Contact information for the three national credit reporting agencies for the purpose of requesting a copy of your credit report or for general inquiries is as follows:

Equifax
1-866-349-5191
www.equifax.com
P.O. Box 740241
Atlanta, GA 30374

Experian
1-888-397-3742
www.experian.com
P.O. Box 2002
Allen, TX 75013

TransUnion
1-800-888-4213
www.transunion.com
P.O. Box 2000
Chester, PA 19016

Fraud Alerts: By law, you have the right to place a fraud alert on your credit report if you believe you have been, or are about to become, a victim of fraud or related crime. A fraud alert is free and will stay on your credit report for one (1) year. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any new accounts in your name. To place a fraud alert on your credit report, contact any of the three national credit reporting agencies using the contact information listed above. Additional information is available at www.annualcreditreport.com/protectYourIdentity.action.

Credit and Security Freezes: By law, you have the right to place a credit freeze, also known as a security freeze, on your credit file, so that no new credit can be opened in your name without the use of a PIN number that is issued to you when you initiate the freeze. A credit freeze is designed to prevent potential credit grantors from accessing your credit report without your consent. If you place a credit freeze, potential creditors and other third parties will not be able to get access to your credit report unless you temporarily lift the freeze. Therefore, using a credit freeze may delay your ability to obtain credit. Unlike a fraud alert, you must separately place a credit freeze on your credit file at each credit reporting company. Since the instructions for how to establish a credit freeze differ from state to state, please contact the three major credit reporting companies as specified below to find out more information:

Equifax Security Freeze
1-888-298-0045
<https://www.equifax.com/personal/credit-report-services/credit-freeze/>
P.O. Box 105788
Atlanta, GA 30348

Experian Security Freeze
1-888-397-3742
<https://www.experian.com/freeze/center.html>
P.O. Box 9554
Allen, TX 75013

TransUnion Security Freeze
1-888-909-8872
<https://www.transunion.com/credit-freeze>
P.O. Box 160
Woodlyn, PA 19094

This notification was not delayed by law enforcement.

Maryland Residents: Maryland residents can contact the Office of the Attorney General to obtain information about steps you can take to avoid identity theft from the Maryland Attorney General's office at: Office of the Attorney General, 200 St. Paul Place, Baltimore, MD 21202, (888) 743-0023, <http://www.marylandattorneygeneral.gov/>.

New Mexico Residents: Individuals have rights under the Fair Credit Reporting Act. We encourage you to review your rights under the Fair Credit Reporting Act by visiting https://files.consumerfinance.gov/f/documents/bcfp_consumer-rights-summary_2018-09.pdf, or by requesting information in writing from the Consumer Financial Protection Bureau, 1700 G Street N.W., Washington, DC 20552.

North Carolina Residents: North Carolina residents can obtain information about preventing identity theft from the North Carolina Attorney General's Office at: North Carolina Attorney General's Office, Consumer Protection Division, 9001 Mail Service Center, Raleigh, NC 27699-9001; 877-5-NO-SCAM (Toll-free within North Carolina); 919-716-6000; www.ncdoj.gov.