



[Date]

[Name/Address]

Dear [Name]:

Please read this letter in its entirety.

We are writing to inform you of an incident concerning your personal information.

What happened?

On February 16, 2026, Southcoast Health System, Inc. ("Southcoast") became aware of a breach of security and unauthorized access to your personal information, including your name and social security number, that occurred on February 16, 2026.

What steps has Southcoast taken?

Southcoast immediately launched an investigation and determined a Southcoast user account was compromised for a brief period of time. This incident will be reported to Massachusetts Attorney General's Office and the Massachusetts Office of Consumer Affairs and Business Regulation.

What are we doing to protect your information?

In response to the incident, we are providing you with access to **Single Bureau Credit Monitoring/Single Bureau Credit Report/Single Bureau Credit Score** services at no charge. These services provide you with alerts for 24 months from the date of enrollment when changes occur to your credit file. This notification is sent to you on the same day that the change or update takes place with the bureau. Finally, we are providing you with proactive fraud assistance to help with any questions that you might have or in event that you become a victim of fraud. These services will be provided by Cyberscout, a TransUnion company specializing in fraud assistance and remediation services.

How do I enroll for the free services?

To enroll in Credit Monitoring services at no charge, please log on to <https://bfs.cyberscout.com/activate> and follow the instructions provided. When prompted please provide the following unique code to receive services: **CODE**

In order for you to receive the monitoring services described above, you must enroll by December 31, 2026. The enrollment requires an internet connection and e-mail account and may not be available to minors under the age of 18 years of age. Please note that when signing up for monitoring services, you may be asked to verify personal information for your own protection to confirm your identity.

What can I do on my own if I am concerned about misuse?

You may obtain a free copy of your credit report from each of the three major credit reporting agencies once every 12 months by visiting www.annualcreditreport.com/, 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 also can contact one of the following three national credit reporting agencies:

Equifax

P.O. Box 105851
Atlanta, GA 30348
1-800-525-6285
www.equifax.com

Experian

P.O. Box 9532
Allen, TX 75013
1-888-397-3742
www.experian.com

TransUnion

P.O. Box 2000
Chester, PA 19016
1-833-799-5355
www.transunion.com

Upon receipt of your credit report, we recommend that you review it carefully for any suspicious activity. You can also obtain more information from the Federal Trade Commission (FTC) about identity theft and ways to protect yourself. The FTC has an identity theft hotline: 877-438-4338; TTY: 1-866-653-4261. They also provide information on-line at www.ftc.gov/idtheft.

What if I want to speak with Southcoast regarding this incident?

You may still feel the need to speak with someone at Southcoast regarding this incident. If so, please contact me at 508-973-5230 between 9:00AM and 5:00PM, Monday through Friday if you need further information or assistance.

At Southcoast we take our responsibilities to protect your personal information very seriously. We deeply regret this situation and apologize for any inconvenience.

Sincerely,

Kelly Breslin
Privacy Officer
Southcoast Health | 101 Page Street | New Bedford, MA 02740

ADDITIONAL DETAILS FOR RESIDENTS OF MASSACHUSETTS:

Under Massachusetts law, 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 may also place a security freeze on your credit reports, free of charge. A freeze is designed to prevent potential creditors from accessing your credit report without your consent. As a result, using a security freeze may interfere with or delay your ability to obtain credit.

You must place your request for a freeze with each of the three major consumer reporting agencies: Equifax (www.equifax.com); Experian (www.experian.com); and TransUnion (www.transunion.com). To place a security freeze on your credit report, you may send a written request by regular, certified or overnight mail at the addresses below. You may also place a security freeze through each of the consumer reporting agencies' websites or over the phone, using the contact information below:

Equifax Security Freeze
P.O. Box 105788 Atlanta, GA 30348 1-800-349-9960
<https://www.equifax.com/personal/credit-report-services/>

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

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

In order to place a security freeze, you may be required to provide the consumer reporting agency with information that identifies you including your full name, Social Security number, date of birth, current and previous addresses, a copy of your state-issued identification card, and a recent utility bill, bank statement or insurance statement.