



4203 Guadalupe St
Austin, TX 78751
888-242-0910
www.thehelperbees.com

[REDACTED]

Dimensions, Inc. is a subsidiary of The Helper Bees, a third-party vendor who supports New York Life's long-term care insurance claims processes. On 07/08/2026, The Helper Bees became aware of a breach of your personal health information. We have identified the date of information leakage to be 06/16/2026-07/08/2026. We are notifying you about this in as timely a manner as possible so you can take swift personal action along with our organization's efforts to reduce or eliminate potential harm. It was necessary to delay notification because of the protected nature of the forensic investigation.

The exposed information included first and last name, date of birth, gender, ethnicity, marital status, social security number, medicare number, medical records, and diagnosis.

We recommend considering taking the following steps to protect yourself from identity theft.

1. Register a fraud alert with the three credit bureaus listed here and order credit reports. You may request a security freeze on your consumer credit report by contacting each of the major consumer reporting agencies separately. In doing so, you may be asked to provide identifying information such as your full name, address, Social Security number, date of birth, and a copy of a government-issued identification card, and, if you are a victim of identity theft, a copy of a police report or similar law enforcement complaint. There is no charge for a security freeze.
 - a. Experian: (888) 397-3742; www.experian.com; PO Box 9532, Allen, TX 75013
 - b. TransUnion: (800) 680-7289; www.transunion.com; Fraud Victim Assistance Division, PO Box 6790, Fullerton, CA 92834-6790
 - c. Equifax: (800)525-6285; www.equifax.com; PO 740241, Atlanta, GA 30374-0241
2. Remain vigilant by reviewing account statements, EOBs, and monitoring free credit bureau reports.
3. Contact the Consumer Protection Agency in your state.
4. Notify your local law enforcement. You have the right to obtain a police report.
5. Because your Social Security number was involved, The Helper Bees is offering you complimentary credit monitoring services for 18 months through a third-party provider. Please contact us at 888-242-0910 (option 2) to set up enrollment.

The Helper Bees has taken these steps to protect your, and others', personal information from further harm or similar circumstances:

1. Investigated the incident and reviewed the affected mailbox activity to assess the scope of the unauthorized access.
 - a. We reviewed whether any other accounts were forwarding protected information externally and did not confirm additional such activity in that review.

2. Addressed operational and technology updates triggered by the incident to improve confidentiality, such as:
 - a. Implemented controls to block sign-ins from hosting/datacenter IP ranges and added impossible travel and anomalous login alerting.
 - b. Implemented outbound send rate limits and alerting for high volume external sends from a single account.
 - c. Implemented additional login protections, including blocking certain suspicious sign-ins and enhancing alerting for unusual login activity.
 - d. Strengthened how protected information is stored and retained in email to reduce the risk of similar exposure in the future.

The Helper Bees sincerely apologizes for the inconvenience and concern this incident may have caused you. Your information privacy is very important to us, and we will continue to do everything we can to correct this situation and fortify our operational protections for you and others.

You may contact us with questions and concerns in the following ways: by calling our customer service line at 888-242-0910 (option 2) or our compliance department hotline at 888-341-7119 between the hours 8:00am - 5:00pm cst Monday through Friday; sending an e-mail message to compliancesupport@thehelperbees.com; or addressing a letter to our postal address: The Helper Bees, 4203 Guadalupe St Austin, TX 78751.

Sincerely,

Matthew Lee

--

Matthew Lee

Senior Compliance Analyst | [The Helper Bees](http://TheHelperBees.com)
mlee@thehelperbees.com

Compliance Support: 888.242.0910 (Option 2)
Anonymous Compliance Hotline: 888.341.7119
compliancesupport@thehelperbees.com