Notice of Data Security Incident

September 28, 2026

Alameda, California – September 28, 2026 – Telecare Corporation ("Telecare") is notifying individuals whose personal information may have been involved in a network security incident. This statement is intended to notify potentially impacted individuals about the incident, steps Telecare has taken in response, and resources available to assist and protect individuals.

What Happened? On or around January 25, 2026, Telecare discovered unusual activity within its digital environment. Upon discovery of this activity, Telecare took measures to secure the network and engaged a team of cybersecurity experts to assess, contain, and remediate the incident. The investigation determined that certain data may have been acquired without authorization as a result of the incident. After a thorough review of the impacted data, which was completed on September 4, 2026, it was determined that certain personal information may have been impacted. Telecare has no evidence of misuse, or attempted misuse, of any potentially affected information.

What Information Was Involved? Telecare's investigation identified instances of name, address, Social Security number, date of birth, driver's license number, diagnoses/conditions, treatment information, lab results, medications, medical record or patient ID number, and health insurance information exposure for certain persons served as a result of this incident. Notably, the types of information affected were different for each individual, and not every individual had all the above listed elements exposed.

What Are We Doing? Telecare takes its responsibility to safeguard information seriously and regrets any concern this incident may have caused. Upon detecting this incident, Telecare moved quickly to initiate a response, which included conducting a thorough investigation with the assistance of cybersecurity specialists and confirming the security of its network environment. Telecare took steps and is continually reviewing and revising technical safeguards and making enhancements to reduce the likelihood of a similar event in the future. Additionally, Telecare is committed to helping those people who may have been impacted by this situation.

The notification letter to the potentially impacted individuals includes steps that they can take to protect their information. In order to address any concerns and mitigate any exposure or risk of harm following this incident, Telecare has arranged for complimentary credit monitoring services and identity theft protection services to all potentially impacted individuals at no cost to them for a period of twelve months. Telecare recommends that individuals enroll in the services provided and follow the recommendations contained within the notification letter to ensure their information is protected.

For More Information: Individuals seeking more information or with questions about this incident may contact the dedicated call center at 1-866-200-0886 from 8:00 A.M. to 8:00 P.M. ET, Monday through Friday, excluding holidays.

Telecare sincerely regrets any inconvenience or concern that this matter may cause.

Daphne Phillips

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