Secure Processing Center
P.O. Box 3826
Suwanee, GA 30024

Postal Endorsement Line
<<Full Name>>
<<Address 1>>
<<Address 2>>
<<Address 3>>
<<City>>, <<State>> <<Zip>>
<<Country>>
***Postal IMB Barcode

<<Date>>

Re: Notice of Vendor Data Breach

Dear <<Full Name>>:

We are writing to inform you about a recent incident experienced by one of our electronic medical records (EMR) vendors that may have involved some of your personal information, which Mental Health Providers of Western Queens provided to the vendor. While we are unaware of any attempted or actual misuse of any information involved in this incident, we are providing you with information about the incident and steps you can take to protect yourself, should you feel it necessary.

What Happened? On August 25, 2026, our EMR vendor notified us of a cyber incident that affected its systems and caused a disruption in services. The vendor informed us that they immediately isolated affected servers, notified law enforcement, and initiated an investigation with the assistance of third-party forensic experts. On August 7, 2026 their investigation determined that an unauthorized third party initially gained access to the vendor's systems on or around April 8, 2026 and potentially obtained personal information between June 4 and 8, 2026. Given the nature and complexity of the data involved, the vendor has been working diligently with a dedicated review team, including internal and external experts, to conduct a detailed analysis of the affected files to identify the personal information contained therein. We are providing you with this notice upon the vendor's recent conclusion of this time-intensive data analysis as your personal information was contained in the affected files.

What Information Was Involved? The affected files contained your name and the following: <<Data Elements>>. Presently, there is no evidence or indication of actual or attempted misuse of your personal information.

What Is Being Done? Upon discovery of the incident, the vendor safely restored its systems and operations, notified law enforcement, and has been cooperating with the ongoing law enforcement investigation. The vendor has taken additional steps to harden the security of its systems and networks. We are also notifying you in case you decide to take further steps to protect your information should you feel it appropriate to do so. In addition, we are providing you with access to <<CM Duration>> months of credit monitoring and identity restoration services through Epiq at no charge to you. You must enroll by <<Enrollment Deadline>>.

What Can You Do? Please review the enclosed "*Steps You Can Take to Help Protect Your Information*" which provides further details on how to protect yourself. We encourage you to remain vigilant against the potential for identity theft and fraud and to monitor your credit reports for any suspicious activity.

For More Information. We sincerely regret any issue this incident may have caused you. If you have additional questions, you may call our dedicated assistance line 888-752-8330 (toll-free), Monday–Friday, from 9:00 a.m. to 9:00 p.m. Eastern Time, or write to us at Mental Health Providers of Western Queens, 37-08 91st St, Jackson Heights, NY 11372.

Sincerely,
Mental Health Providers of Western Queens

STEPS YOU CAN TAKE TO HELP PROTECT YOUR INFORMATION

Epiq Monitoring Solutions
Credit Monitoring

How To Enroll:

1) Visit https://epiqmonitoringsolutions.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@epiqmonitoringsolutions.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 https://6jle5.epiqmonitoringsolutions.com.
5) Enter your log-in credentials.
6) You will be directed to your dashboard and activation is complete!

Product Features:

- **1-Bureau Credit Monitoring with Alerts**
  Monitors your credit file(s) for key changes, with alerts such as credit inquiries, new accounts, and public records.
- **Dark Web Monitoring (Basic)**
  Monitors one email address, phone, name, DOB, and SSN on the dark web. Includes retrospective report as well as ongoing monitoring.
- **Credit Protection**
  3-Bureau credit security freeze assistance with blocking access to the credit file for the purposes of extending credit (with certain exceptions).
- **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.
- **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.

If you need assistance with the enrollment process or have questions regarding Epiq Monitoring Solutions 1B Credit Monitoring - Basic, please call directly at **866.675.2006**, Monday-Friday 9:00 a.m. to 5:30 p.m., ET.

Obtain a Free Credit Report

Under U.S. law, you are entitled to one free credit report annually from each of the three major credit reporting bureaus (Equifax, Experian, and TransUnion), and since October 2023 those bureaus have made free weekly reports permanently available. Obtaining a copy of your credit report from each agency on an annual basis, and reviewing it for suspicious activity, can help you spot problems and address them quickly. You can request your free credit report online at www.annualcreditreport.com or by phone at 1-877-322-8228. You can also request your free credit report by completing the request form at: www.annualcreditreport.com, and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281.

Place a Fraud Alert

As a precaution against identity theft, you can consider placing a fraud alert on your credit file. A "fraud alert" tells creditors to contact you before opening a new account or changing an existing account. A fraud alert also lets your creditors know to watch for unusual or suspicious activity. To place a fraud alert, call any one of the three major credit reporting agencies listed below. An initial fraud alert remains effective for one year and is free of charge. If you wish, you can renew the fraud alert at the expiration of this initial period. As soon as one credit agency confirms your fraud alert, the others are notified to place fraud alerts on your file.

Equifax®
P.O. Box 105069
Atlanta, GA 30348-5069
1-800-685-1111
https://www.equifax.com/personal/credit-report-services/credit-fraud-alerts

Experian
P.O. Box 9554
Allen, TX 75013-9701
1-888-397-3742
www.experian.com/fraud/center.html

TransUnion®
P.O. Box 2000
Chester, PA 19016-1000
1-800-680-7289
https://www.transunion.com/fraud-alerts

Place a Security Freeze

Federal law also allows consumers to place, lift or remove a security freeze on their credit reports at no charge. A security freeze prohibits a credit reporting agency from releasing any information from a consumer's credit report without written authorization. Be aware that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit, mortgages, employment, housing, or other services.

To place a security freeze on your credit report, you must submit a request to *each* of the three major credit reporting agencies: Equifax (www.equifax.com); Experian (www.experian.com); and TransUnion (www.transunion.com). You may request the security freeze through *each* of the credit reporting agencies' websites, over the phone, or by regular, certified, or overnight mail to the addresses below:

Equifax®
P.O. Box 105788
Atlanta, GA 30348-5788
1-888-298-0045
https://www.equifax.com/personal/help/place-lift-remove-security-freeze/

Experian
P.O. Box 9554
Allen, TX 75013
1-888-397-3742
www.experian.com/freeze/center.html

TransUnion®
P.O. Box 160
Woodlyn, PA 19094
1-888-909-8872
www.transunion.com/credit-freeze

In order to request a security freeze, you will need to provide the following information:

1. Your full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security Number;
3. Date of birth;
4. If you have moved in the past five (5) years, provide the addresses where you have lived over the prior five years;
5. Proof of current address such as a current utility bill or telephone bill;
6. A legible photocopy of a government issued identification card (state driver's license or ID card, military identification, etc.); and
7. If you are a victim of identity theft, include a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft.

A credit reporting agency must place a security freeze within one (1) business day after receiving a request made by phone or secure electronic means, and within three (3) business days after receiving a request made by mail. The credit bureaus must also send written confirmation to you within five (5) business days and provide you with a unique personal identification number (PIN) or password, or both that can be used by you to authorize the removal or lifting of the security freeze.

To lift the security freeze in order to allow a specific entity or individual access to your credit report, you must contact the credit reporting agencies and include proper identification (name, address, and Social Security number) and the PIN number or password provided to you when you placed the security freeze as well as the identities of those entities or individuals you would like to receive your credit report or the specific period of time you want the credit report available. The credit reporting agencies must lift the security freeze within one (1) hour after receiving a request made by phone or secure electronic means, and within three (3) business days after receiving a request made by mail.

To remove the security freeze, you must send a written request to each of the three credit bureaus by mail and include proper identification (name, address, and Social Security number) and the PIN number or password provided to you when you placed the security freeze. The credit bureaus have three (3) business days after receiving your request to remove the security freeze.

Additional Information

You may obtain additional information about identity theft (including, a security freeze) by contacting the above, the Federal Trade Commission (FTC), or your state Attorney General. The Federal Trade Commission can be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580; www.identitytheft.gov; 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261. For New York residents, the Attorney General can be contacted at The Capitol, Albany, NY 12224, ag.ny.gov, or 800-771-7755. For North Carolina residents, the Attorney General can be contacted at 9001 Mail Service Center, Raleigh, NC 27699, ncdoj.gov, or 919-716-6000. You are advised to report known or suspected identity theft to law enforcement, including your state's Attorney General and the FTC. Under the law, you have the right to obtain any police report filed in regard to this incident. If you are the victim of identity theft or fraud, you also have the right to file a police report and obtain a copy of it.