SUTHERLAND

P.O. Box 989728
West Sacramento, CA 95798-9728

<<First Name>> <<Last Name>>
<<Address1>>
<<Address2>>
<<City>>, <<State>> <<Zip>>
<<Country>>

Enrollment Code: <<ENROLLMENT>>
Enrollment Deadline: February 2, 2027
To Enroll, Scan the QR Code Below:

SCAN ME

Or Visit:
https://app.idx.us/account-creation/protect

November 2, 2026

Re: <<Variable Text 1: Header>>

Dear <<First Name>> <<Last Name>>,

Sutherland Healthcare Solutions ("Sutherland") provides business process services to organizations in the healthcare industry. We respect your privacy, and we are writing to let you know about an incident that occurred in the course of claims processing performed by Sutherland on behalf of your health insurance company.

What Happened

Sutherland recently became aware of access to claims-related information by an unauthorized individual who acted on behalf of a Sutherland employee at various points in time between July 29, 2024 and July 10, 2026. Sutherland promptly terminated the employee's access rights and launched an investigation. After notifying your health insurance company about the unauthorized access, we collaborated with them and worked diligently to determine the individuals and data involved for purposes of making appropriate notifications. That determination occurred on or about August 24, 2026.

What Information Was Involved

The information involved was contained in records accessible to the unauthorized worker in the performance of services described above. Those records include your name, address, gender, date of birth, health plan information and member ID, Social Security number, and health insurance claims data (such as healthcare providers, dates of service, and diagnosis, procedure, and treatment information). The records did not include any financial account numbers.

We have not uncovered any evidence or indication of actual or attempted misuse of your personal information. By all appearances, the unauthorized worker was not engaged in malicious activity and accessed only relevant information in the normal course of performing the tasks that the actual employee was supposed to do.

What We Are Doing

As part of Sutherland's response to this incident and its ongoing commitment to information security, we continue to review and, where appropriate, update our relevant processes and procedures. In addition, we are implementing additional technical and administrative measures to reduce the possibility of a similar incident in the future. We are also cooperating with law enforcement.

As an added precaution, we have secured the identity theft protection services of IDX to protect your identity and to help you address any concerns you may have about potential identity theft.

What You Can Do

Please see the enclosed "Information About Identity Theft Protection" for more information. You may also take advantage of the following identity monitoring services from IDX that we have obtained for you: credit and CyberScan monitoring, a $1,000,000 insurance reimbursement policy, and fully managed identity theft recovery services. These services are further described in the enclosed "Additional Product Information From IDX." To enroll and start monitoring your personal information and obtain insurance coverage, please follow the steps below:

- Visit https://app.idx.us/account-creation/protect to enroll,
- Call IDX to enroll: 1-866-200-0942. IDX representatives are available Monday through Friday from 9 am – 9 pm Central Time, excluding U.S. holidays, or
- Scan the QR image at the top of this letter to enroll.
- When you enroll, you will need to provide your Enrollment Code, found at the top of this letter.
- Enroll before your enrollment deadline, which is February 2, 2027.

For More Information

Please call 1-866-200-0942 for assistance or for any additional questions you may have. Representatives are available Monday through Friday from 9 am – 9 pm Eastern Time, excluding U.S. holidays.

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Please rest assured that Sutherland remains committed to protecting your personal information. We regret any inconvenience this may have caused.

Sincerely,



Karen J. Pugh
Sutherland Healthcare Solutions, Inc.
Vice President, Healthcare Compliance and Privacy

Encl.

INFORMATION ABOUT IDENTITY THEFT PROTECTION

Remain Vigilant. You should regularly review statements from your accounts and periodically obtain your credit report from one or more of the national credit reporting companies. You may obtain a free copy of your credit report online at www.annualcreditreport.com, by calling toll-free 1-877-322-8228, or by mailing an Annual Credit Report Request Form (available at www.annualcreditreport.com) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281. Purchase a copy of your credit report from the national credit reporting agencies listed below.

Equifax, PO Box 740241, Atlanta, GA 30374, www.equifax.com, 1-800-685-1111
Experian, PO Box 2104, Allen, TX 75013, www.experian.com, 1-888-397-3742
TransUnion, PO Box 2000, Chester, PA 19016, www.transunion.com/get-credit-report, 1-833-799-5355

When you receive your credit reports, review them carefully. Look for accounts or creditor inquiries that you do not recognize. Look for inaccurate information, such as home address or Social Security number. If you see anything you do not understand or that looks incorrect, call the credit reporting agency at the telephone number on the report.

We recommend you vigilantly review your account statements and credit reports and promptly report any suspicious activity or suspected identity theft to law enforcement authorities, including local law enforcement, your state's attorney general and/or the Federal Trade Commission (FTC). You may contact the FTC or your state's regulatory authority to obtain information about avoiding identity theft. Contact the FTC at Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580, 1-877-IDTHEFT (438-4338), www.ftc.gov/idtheft.

Law Enforcement. Please note that law enforcement has not requested that we delay sending this notification.

State-Specific Requirements.

For District of Columbia residents: You may also contact the Office of the Attorney General for the District of Columbia at 400 6th Street, NW, Washington, DC 20001, 202-727-3400, https://oag.dc.gov/ to learn about steps you can take to avoid identity theft.

For Maryland residents: You may obtain information about preventing and avoiding identity theft from the Maryland Office of the Attorney General: Maryland Office of the Attorney General, Consumer Protection Division, 200 St. Paul Place, Baltimore, MD 21202, 1-888-743-0023, https://www.marylandattorneygeneral.gov.

For New York residents: You may obtain information regarding security breach response and identity theft prevention and protection from the New York Department of State, Division of Consumer Protection, 1-800-697-1220, http://www.dos.ny.gov/identity-theft-prevention-and-mitigation-program.

For North Carolina residents: You may obtain information about preventing and avoiding identity theft from the North Carolina Attorney General's Office: North Carolina Attorney General's Office, Consumer Protection Division, 9001 Mail Service Center, Raleigh, NC 27699, 1-877-5-NO-SCAM (66-7226), https://www.ncdoj.gov.

Fraud Alerts. You can place two types of fraud alerts on your credit report to notify creditors: an initial alert and an extended alert. You may place an initial fraud alert on your credit report if you suspect you have been, or are about to be, a victim of identity theft. An initial fraud alert lasts for one year. You may place an extended alert on your credit report by mail if you have been a victim of identity theft with the appropriate documentary proof. An extended fraud alert lasts for seven years. You can place a fraud alert on your credit report by calling the toll-free fraud number or visiting the website of any of the three national credit reporting agencies listed below. You only need to notify one agency, because it must notify the other two agencies.

Equifax: 1-866-349-5191, www.equifax.com/personal/education/identity-theft/fraud-alert-security-freeze-credit-lock/
Experian: 1-888-397-3742, www.experian.com/fraud/center.html
TransUnion: 1-833-799-5355, www.transunion.com/fraud-alerts

Credit Freezes. You may put 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 and/or password that may be issued to you when you

initiate a 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 access your credit report unless you lift the freeze. Therefore, using a credit freeze may delay your ability to obtain credit. There is no fee to place, lift and/or remove a credit freeze. *Unlike a fraud alert, you must separately place a credit freeze on your credit file at each credit reporting agency*. Contact the three major credit reporting agencies to place a credit freeze and learn more information:

Equifax Security Freeze P.O. Box 105788 Atlanta, GA 30348 1-800-349-9960 www.equifax.com/personal/credit-report-services/credit-freeze/	Experian Security Freeze P.O. Box 9554 Allen, TX 75013 1-888-397-3742 www.experian.com/freeze/center.html	TransUnion Security Freeze P.O. Box 160 Woodlyn, PA 19094 1-800-916-8800 www.transunion.com/credit-freeze

You can obtain more information about fraud alerts and credit freezes by contacting the FTC or one of the national credit reporting agencies listed above.



Additional Product Information From IDX

1. Website and Enrollment. Scan the QR image or go to https://app.idx.us/account-creation/protect and follow the instructions for enrollment using your Enrollment Code provided at the top of the letter. Please note the deadline to enroll is February 2, 2027.

2. Activate the credit monitoring provided as part of your IDX identity protection membership. The monitoring included in the membership must be activated to be effective. Note: You must have established credit and access to a computer and the internet to use this service. If you need assistance, IDX will be able to assist you.

3. Telephone. Contact IDX at 1-866-200-0942 to gain additional information about this event and speak with knowledgeable representatives about the appropriate steps to take to protect your credit identity.