

NOTICE

Notice to those we serve: On September 2, 2019, Betty Jean Kerr People's Health Centers ("People's") experienced a cyber-attack from an unknown foreign actor. This incident was discovered on September 3, 2019. Through this attack, some of our data was locked and made inaccessible to us. The foreign actor demanded that People's pay a ransom to unlock the data. As detailed below, patient data, provider data and employee data were involved in this incident, however, patient medical records were not involved.

After discovery of the breach, we took immediate action to secure our information, and we engaged a forensic information technology ("IT") firm to assist us. We also notified law enforcement.

We have not paid the ransom, and even with the help of the IT firm, we have not been able to unlock the data. Although we have no way of knowing whether the information that has been locked in our system has actually been viewed or accessed by this foreign actor, based on our investigation with the help of the IT firm, we believe the following information may have been breached:

1. Information about our patients from the years 2011 through September 2, 2019 may have been affected. We have determined that the data involved may have included patient names, dates of birth, addresses, social security numbers, limited clinical data, pharmacy data, insurance information and dental x-rays.
2. Information about health care providers who sought to be credentialed by People's from the years 2010 through September 2, 2019 may have been affected. We have determined that the data relating to health care providers may have included names, addresses and social security numbers.
3. Employee information from the years 2012 through September 2, 2019 may also have been affected. We have determined that the data involved relating to employees may have included names, addresses and social security numbers.

We are offering 12 months of free credit monitoring services to those who are interested. If you have any questions regarding this matter, or if you wish to enroll in credit monitoring services, please do not hesitate to contact us using this toll free number: **833-935-1347**.

We truly apologize that this criminal attack may have affected you. We recommend that you remain vigilant by reviewing your account statements and monitoring free credit reports. If you wish to notify consumer reporting agencies, their contact information is below:

Equifax Fraud Reporting
1-800-525-6285
P.O. Box 740241
Atlanta, GA 30374-0241
www.alerts.equifax.com

Experian Fraud Reporting
1-888-397-3742
P.O. Box 9554
Allen, TX 75013
www.experian.com

TransUnion Fraud Reporting
1-800-680-7289
P.O. Box 2000
Chester, PA 19022-2000
www.transunion.com

Please know that we regret any concern this incident may cause you. Be assured that we place a top priority on protecting and keeping secure the information that has been entrusted to us. With the help of highly regarded security experts, we have put further safeguards in place to help prevent future cyber-attacks.