

# VITAS<sup>®</sup>

## Healthcare

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

Postal Endorsement Line

Family Member of

<<Full Name>>

<<Business or Representative Name>>

<<Address 3>>

<<Address 1>>

<<Address 2>>

<<City>>, <<State>> <<Zip>>

<<Country>>

\*\*\*Postal IMB Barcode

### NOTICE OF DATA BREACH

<<Date>>

Dear Family Member of <<Full Name>>,

VITAS Hospice Services, LLC (“VITAS”) is writing to inform you of a data security incident involving some personal information about your family member listed above. This letter provides you with details about the incident, steps we are taking in response, and resources available to help you protect your family member’s information against potential misuse.

**What Happened?** On October 24, 2025, VITAS discovered that an unauthorized party had compromised the account of one of our vendors and used that account to gain access to some of our systems. Upon discovering this incident, VITAS promptly took action to secure our systems, launched an internal investigation, and engaged outside experts to assist with our investigation and response. The investigation determined that the unauthorized party accessed certain VITAS systems between approximately September 21 and October 27, 2025. In the course of that activity, the unauthorized party was able to access and download personal information about some of our patients and former patients, including certain personal information about your family member.

**What Information Was Involved?** The affected data varies by individual and may include your family member’s: <<Breached Elements>><<Variable Data 1>>.

**What We Are Doing.** We take this matter very seriously and have taken additional steps to reduce the risk of a similar incident occurring in the future. We are working with a leading cybersecurity firm to assist with our investigation and analysis, and we are reviewing and strengthening our vendor oversight and data protection protocols. We also notified law enforcement of this incident. Our notification to you has not been delayed due to a law enforcement investigation.

**What You Can Do.** You can place a deceased alert at one of the three major credit bureaus to help prevent misuse of your family member’s personal information. A deceased alert tells creditors to follow certain procedures, including contacting you. It is necessary to contact only one bureau to provide notification. As soon as one of the three bureaus confirms your deceased alert, the others are notified to place alerts on their records as well. You will receive confirmation letters in the mail. You also may inform the Social Security Administration of your family member’s passing by calling 800.772.1213 or visiting [ssa.gov](https://ssa.gov).



Please review the “Further Steps You Can Take to Protect Your Family Member’s Information” enclosed with this letter for additional actions you can take to protect your family member’s information and for contact information for the major credit bureaus. As of the date of this letter, we are unaware of any misuse of your family member’s personal information as a result of this incident.

**For More Information:** Should you have additional questions or concerns regarding this matter, please do not hesitate to contact our dedicated call center agents at 855-403-1586, Monday through Friday, between 9:00 a.m. and 9:00 p.m. Eastern Time, excluding U.S. holidays.

At VITAS, we are deeply committed to protecting your family member’s privacy and supporting you and your family with the same compassion and care that defines everything we do.

Thank you for your understanding. Please note that we will not send any electronic communications regarding this incident and ask that you do not share personal information electronically.

Sincerely,

VITAS Hospice Services

## FURTHER STEPS YOU CAN TAKE TO PROTECT YOUR FAMILY MEMBER'S INFORMATION

**Review Account Statements and Notify Law Enforcement of Suspicious Activity:** As a precautionary measure, we recommend that you remain vigilant by reviewing your family member's account statements and credit reports closely. If you detect any suspicious activity on an account, you should promptly notify the financial institution or company with which the account is maintained. You also should promptly report any fraudulent activity or any suspected incidence of identity theft to proper law enforcement authorities, your state attorney general, and/or the Federal Trade Commission (FTC).

**Copy of Credit Report:** You may be able to obtain a free copy of your family member's credit report from each of the three major credit reporting agencies once every 12 months by visiting <http://www.annualcreditreport.com/>, calling toll-free 877-322-8228, or by completing an Annual Credit Report Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348. You can print this form at <https://www.annualcreditreport.com/cra/requestformfinal.pdf>. You also can contact each one of the three national credit reporting agencies (contact information below).

**Fraud Alert:** You may want to consider placing a fraud alert on your family member's credit report. An initial fraud alert is free and will stay on your credit file for at least 90 days. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any accounts in your family member's name. To place a fraud alert on a credit report, contact any of the three credit reporting agencies identified above. Additional information is available at <http://www.annualcreditreport.com>.

**Security Freeze:** A security freeze will prevent new credit from being opened in your family member's name without the use of a PIN number that is issued to you when you initiate the freeze. A security freeze is designed to prevent potential creditors from accessing your family member's credit report without consent. As a result, using a security freeze may interfere with or delay the ability to obtain credit. You must separately place a security freeze on your family member's credit file with each credit reporting agency. In order to place a security freeze, you may be required to provide the consumer reporting agency with information that identifies your family member, including full name, Social Security number, date of birth, current and previous addresses, a copy of a state-issued identification card, and a recent utility bill, bank statement or insurance statement. Under federal law, you may not be charged to place or remove a credit freeze.

**Police Report:** If you file a police report, you have the right to obtain a copy of it.

**Additional Free Resources on Identity Theft:** You can obtain information from the consumer reporting agencies, FTC (<https://www.identitytheft.gov/>) or from your respective state Attorney General about steps you can take toward preventing identity theft. You may report suspected identity theft to local law enforcement, including to the Federal Trade Commission or to the Attorney General in your state. You may want to contact your state Attorney General to obtain further information. You may be able to locate contact information for your state attorney general here: <https://www.naag.org/find-my-ag/>.

### Federal Trade Commission

600 Pennsylvania Ave, NW  
Washington, DC 20580  
consumer.ftc.gov, and  
www.ftc.gov/idtheft  
1-877-438-4338

### New York Attorney General

Office of the Attorney General  
The Capitol  
Albany, NY 12224-0341  
<https://ag.ny.gov/>  
1-800-771-7755

### North Carolina Attorney General

9001 Mail Service Center  
Raleigh, NC 27699  
ncdoj.gov  
1-877-566-7226

### Oregon Attorney General

100 SW Market Street  
First Floor  
Tilikum Room  
Portland, OR 97201  
<https://www.doj.state.or.us/consumer-protection/>  
1-877-877-9392

### Office of the Attorney General for the District of Columbia

400 6th Street NW  
Washington, D.C. 20001  
oag@dc.gov  
<https://oag.dc.gov>

### Maryland Attorney General

200 St. Paul Place  
Baltimore, MD 21202  
<https://www.marylandattorneygeneral.gov/>  
Main number: 410-576-6300  
Toll-free: 1-888-743-0023  
Consumer Hotline: 410-528-8662

**Contact Information for Credit Reporting Agencies:**

	<b>Equifax</b>	<b>Experian</b>	<b>TransUnion</b>
<b>To obtain a copy of your credit report</b>	P.O. Box 740241 Atlanta, GA 30374 (866) 349-5191 <a href="http://www.equifax.com">www.equifax.com</a>	P.O. Box 4500 Allen, TX 75013 (888) 397-3742 <a href="http://www.experian.com">www.experian.com</a>	P.O. Box 1000 Chester, PA 19016 (800) 888-4213 <a href="http://www.transunion.com">www.transunion.com</a>
<b>To obtain a security freeze</b>	PO Box 105788 Atlanta, GA 30348 (800) 685-1111 <a href="http://www.equifax.com/personal/credit-report-services">www.equifax.com/personal/credit-report-services</a>	PO Box 9554 Allen, TX 75013 (888) 397-3742 <a href="http://www.experian.com/freeze/center.html">www.experian.com/freeze/center.html</a>	P.O. Box 2000 Chester, PA 19016 (888) 909-8872 <a href="http://www.transunion.com/credit-freeze">www.transunion.com/credit-freeze</a>
<b>To place a fraud alert</b>	P.O. Box 105069 Atlanta, GA 30348 (888) 766-0008 <a href="http://www.equifax.com/personal/credit-report-services">www.equifax.com/personal/credit-report-services</a>	P.O. Box 2002 Allen, TX 75013 (888) 397-3742 <a href="http://www.experian.com/fraud/center.html">www.experian.com/fraud/center.html</a>	P.O. Box 2000 Chester, PA 19016 (800) 680-7289 <a href="http://www.transunion.com/fraud-victim-resource/place-fraud-alert">www.transunion.com/fraud-victim-resource/place-fraud-alert</a>