El Camino Health

Secure Processing Center
25 Route 111, P.O. Box 1048
Smithtown, NY 11787

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

<<Date>>

Dear <<Full Name>>:

We are writing to inform you about a recent data security incident that involved some of your information. El Camino Health is committed to protecting the confidentiality and security of the information we maintain, and this notice explains the incident, measures we have taken, and additional steps you can consider in response.

What Happened: On September 1, 2026, we identified unusual activity in our Microsoft 365 system. We immediately took steps to secure the system and initiated an investigation with the assistance of third-party forensic experts. We also notified law enforcement. The investigation identified intermittent unauthorized access to the Microsoft 365 accounts for four employees between August 26, 2026 and September 2, 2026, and certain documents that were copied or downloaded from those accounts. We then initiated a review and analysis of those documents, which is ongoing, to determine what information they contained.

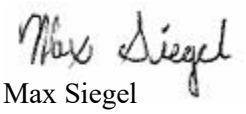
What Information Was Involved: The information involved varies per individual. Based on our ongoing review, the documents may contain your name and some or all of the following: your contact information, demographic information, Social Security number, driver's license number, date of birth, medical record number, patient account number, diagnosis information, treatment information, prescription information, provider name(s), date(s) of service, and/or health insurance information. For some patients, financial account and routing numbers may have also been involved.

What We Are Doing: We want you to understand the measures we have taken and the additional steps you can take in response. To help prevent something like this from happening again, we have implemented additional safeguards and technical security measures to further protect and monitor our Microsoft 365 system. In addition, out of an abundance of caution, we secured the services of Experian to provide you with one year of complimentary identity monitoring services through Experian®'s IdentityWorks℠. This product helps detect possible misuse of your information and provides you with identity protection support focused on immediate identification and resolution of identity theft. IdentityWorks is available to you for one year at no cost to you and enrolling in this program will not affect your credit score.

What You Can Do: We encourage you to enroll in the credit and identity monitoring services we are offering you. We also recommend that you review the statements you receive from your providers and health insurers. If you see services that you did not receive, you should contact the issuer of the statement immediately. In addition, we encourage you to remain vigilant about the possibility of fraud by reviewing your financial account statements for any suspicious activity. You should immediately report any suspicious activity to your financial institution. **For more information on steps you can take in response to the incident, including instructions on how to activate your complimentary one-year membership of Experian IdentityWorks, please see the pages that follow this letter.**

For More Information: If you have any questions about this incident, please call 888-517-6420, Monday through Friday, between 9:00 a.m. to 9:00 p.m., Pacific Time.

Sincerely,



Max Siegel
Chief Compliance and Privacy Officer

As a precaution, we are offering a **complimentary** one-year membership of Experian IdentityWorks℠ Credit 3B. This product helps detect possible misuse of your personal information and provides you with superior identity protection support focused on immediate identification and resolution of identity theft.

Activate IdentityWorks Credit 3B Now in Three Easy Steps

1. ENROLL by: **<<Enrollment Deadline>>** (Your code will not work after this date.)
2. VISIT the **Experian IdentityWorks website** to enroll:
3. PROVIDE the Activation Code: **<<Activation Code>>**

If you have questions about the product, need assistance with identity restoration or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at **(877) 288-8057**. Be prepared to provide engagement number **<<ENGAGEMENT NUMBER>>** as proof of eligibility for the identity restoration services by Experian.

ADDITIONAL DETAILS REGARDING YOUR 12 MONTH EXPERIAN IDENTITYWORKS CREDIT 3B MEMBERSHIP:

A credit card is not required for enrollment in Experian IdentityWorks Credit 3B.

You can contact Experian immediately without needing to enroll in the product regarding any fraud issues. Identity Restoration specialists are available to help you address credit and non-credit related fraud.

Once you enroll in Experian IdentityWorks, you will have access to the following additional features:

- **A.** Experian credit report at signup: See what information is associated with your credit file. Daily credit reports are available for online members only.*
- **B.** Credit Monitoring: Actively monitors Experian file for indicators of fraud.
- **C.** Experian IdentityWorks ExtendCARE™: You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **D.** $1 Million Identity Theft Insurance**: Provides coverage for certain costs and unauthorized electronic fund transfers.

Activate your membership today at **https://www.experianidworks.com/3bcredit**
or call **(877) 288-8057** to register with the activation code above.

What you can do to protect your information: There are additional actions you can consider taking to reduce the chances of identity theft or fraud on your account(s). Please refer to www.ExperianIDWorks.com/restoration for this information. If you have any questions about IdentityWorks, need help understanding something on your credit report or suspect that an item on your credit report may be fraudulent, please contact Experian's customer care team **(877) 288-8057**.

* Offline members will be eligible to call for additional reports quarterly after enrolling.
** The Identity Theft Insurance is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

ADDITIONAL STEPS YOU CAN TAKE

We remind you it is always advisable to be vigilant for incidents of fraud or identity theft by reviewing your account statements and free credit reports for any unauthorized activity. You may obtain a copy of your credit report, free of charge, once every week from each of the three nationwide credit reporting companies. To order your weekly free credit report, please visit www.annualcreditreport.com or call toll free at 1-877-322-8228. Contact information for the three nationwide credit reporting companies is as follows:

- *Equifax*, PO Box 740241, Atlanta, GA 30374, www.equifax.com, 1-888-378-4329
- *Experian*, PO Box 2002, Allen, TX 75013, www.experian.com, 1-888-397-3742
- *TransUnion*, PO Box 2000, Chester, PA 19016, www.transunion.com, 1-833-799-5355

If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should immediately contact the Federal Trade Commission and/or the Attorney General's office in your state. You can obtain information from these sources about steps an individual can take to avoid identity theft as well as information about fraud alerts and security freezes. You should also contact your local law enforcement authorities and file a police report. Obtain a copy of the police report in case you are asked to provide copies to creditors to correct your records. Contact information for the Federal Trade Commission is as follows:

- *Federal Trade Commission*, Consumer Response Center, 600 Pennsylvania Avenue NW, Washington, DC 20580, 1-877-IDTHEFT (438-4338), www.identitytheft.gov

Fraud Alerts: There are two types of general fraud alerts you can place on your credit report to put your creditors on notice that you may be a victim of fraud—an initial alert and an extended alert. You may ask that an initial fraud alert be placed on your credit report if you suspect you have been, or are about to be, a victim of identity theft. An initial fraud alert stays on your credit report for one year. You may have an extended alert placed on your credit report if you have already been a victim of identity theft with the appropriate documentary proof. An extended fraud alert stays on your credit report for seven years. To place a fraud alert on your credit reports, contact one of the nationwide credit bureaus. A fraud alert is free. The credit bureau you contact must tell the other two, and all three will place an alert on their versions of your report. For those in the military who want to protect their credit while deployed, an Active Duty Military Fraud Alert lasts for one year and can be renewed for the length of your deployment. The credit bureaus will also take you off their marketing lists for pre-screened credit card offers for two years, unless you ask them not to.

Credit or Security Freezes: You have the right to request a credit freeze from a consumer reporting agency, free of charge. A freeze is designed to prevent potential credit grantors from accessing your credit report without your consent. If you place a freeze, potential creditors and other third parties will not be able to get access to your credit report unless you temporarily lift the freeze. This makes it more difficult for identity thieves to open new accounts in your name. That's because most creditors need to see your credit report before they approve a new account. If they can't see your report, they may not extend the credit. There is no fee to place or lift a security freeze. Unlike a fraud alert, you must separately place a freeze on your credit file at each credit bureau. To place a freeze on your credit report, contact them online or by phone or mail using the information below and provide proper identification of your identity:

- *Equifax***,** P.O. Box 105788, Atlanta, GA 30348-5788, www.equifax.com, (800) 685-1111
- *Experian***,** P.O. Box 9554, Allen, TX 75013, www.experian.com, (888) 397-3742
- *TransUnion,* P.O. Box 160, Woodlyn, PA 19094, (888) 909-8872

The following information must be included when requesting a security freeze: (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; and (4) current address and any previous addresses for the past five years. *How do I lift a freeze?* A freeze remains in place until you ask the credit bureau to temporarily lift it or remove it altogether. If the request is made online or by phone, a credit bureau must lift a freeze within one hour. If the request is made by mail, then the bureau must lift the freeze no later than three business days after getting your request. If you opt for a temporary lift because you are applying for credit or a job, and you can find out which credit bureau the business will contact for your file, you can save some time by lifting the freeze only at that particular credit bureau. Otherwise, you need to make the request with all three credit bureaus.