



AMERICAN ASSOCIATED PHARMACIES

Return Mail Processing  
PO Box 999  
Suwanee, GA 30024

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SAMPLE A. SAMPLE - L02

APT ABC

123 ANY ST

ANYTOWN, US 12345-6789



December 23, 2024

Dear Sample A. Sample,

We are writing to inform you that American Associated Pharmacies (“AAP” or “we”) experienced a cybersecurity incident in October 2024 (the “Incident”) that potentially involved your personal information (“Information”). This letter provides you with information about this Incident, our response, steps you can take, and if necessary, information on where to direct your questions. Additionally, although we are unaware of any identity theft or fraud in relation to the Incident, as a precaution we have also provided steps you can take to protect your Information, including the ability to enroll in credit monitoring services that we are offering free of charge for twenty-four (24) months.

**What Happened?**

As you may already be aware, on October 23, 2024, AAP detected suspicious activity and other indicators consistent with a cybersecurity incident. As soon as we discovered this activity, we immediately took steps to investigate, contain, and remediate the situation, including shutting down systems proactively, and engaging experienced cybersecurity professionals to assist. Our investigation determined that this Incident may have impacted your Information, but there is currently no evidence of identity theft or fraud in connection with the Incident.

**What Information Was Involved?**

There is a possibility that the following types of Information may have been impacted as a result of this Incident: name, Social Security number, and/or health insurance information. Note that this describes general categories of information identified as present within the affected systems during the Incident and includes categories that are not relevant to each individual whose Information may have been present.

**What We Are Doing.**

We take this event and the security of Information in our care seriously. Upon becoming aware of the Incident, we immediately implemented measures to further strengthen the security of our systems and practices, including expanding our current use of multifactor authentication, resetting all passwords, and implementing additional monitoring tools. We are working with leading privacy and security experts to aid in our investigation and response, and we are reporting this Incident to relevant government agencies.

Additionally, as an added precaution to help protect your identity, we are offering you complimentary credit monitoring services for twenty-four (24) months. To activate your membership and start monitoring your personal information, please follow the steps below. While identity restoration assistance is immediately available to you, we also encourage you to activate the complimentary twenty-four (24) month membership to Experian IdentityWorks and its fraud detection tools. To start monitoring your personal information, please follow the steps below:

- You must **enroll by** March 31, 2025 no later than 5:59 pm Central Time (your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/credit>.
- Provide your **activation code**: ABCDEFGHI.

If you have questions about the product or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian’s customer care team at 833-918-5744 by March 31, 2025. Be prepared to provide engagement number B137050 as proof of eligibility for the Identity Restoration services by Experian.

### **What Can You Do?**

Once you enroll, credit monitoring services are available to you at no cost for twenty-four (24) months. Although we are unaware of any fraud or identity theft in relation to the Incident, it is always recommended that you remain vigilant, regularly monitor free credit reports, review account statements, and report any suspicious activity to financial institutions. Please also review the “Additional Resources” section included with this letter, which outlines other resources you can utilize to protect your Information.

### **For More Information.**

We take this Incident and the security of Information in our care seriously. If you have additional questions, we have set up a toll-free assistance line through Experian, which you may contact at 833-918-5744 Monday through Friday from 8 am - 8 pm Central time (excluding major U.S. holidays).

Sincerely,

*Jon Copeland*

Jon Copeland  
President/CEO

Encl.

## ADDITIONAL RESOURCES

### Contact information for the three (3) nationwide credit reporting agencies:

**Equifax**, PO Box 740241, Atlanta, GA 30374, [www.equifax.com](http://www.equifax.com), 1-800-685-1111

**Experian**, PO Box 2104, Allen, TX 75013, [www.experian.com](http://www.experian.com), 1-888-397-3742

**TransUnion**, PO Box 2000, Chester, PA 19022, [www.transunion.com](http://www.transunion.com), 1-800-888-4213

**Free Credit Report.** It is recommended that you remain vigilant for incidents of fraud and identity theft by reviewing account statements and monitoring your credit report for unauthorized activity. You may obtain a copy of your credit report, free of charge, once every twelve (12) months from each of the three (3) nationwide credit reporting agencies.

To order your annual free credit report please visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call toll free at **1-877-322-8228**.

You can also order your annual free credit report by mailing a completed Annual Credit Report Request Form (available from the U.S. Federal Trade Commission's ("FTC") website at [www.consumer.ftc.gov](http://www.consumer.ftc.gov)) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281.

**For Massachusetts residents:** You may obtain one (1) or more (depending on the state) additional copies of your credit report, free of charge. You must contact each of the credit reporting agencies directly to obtain such additional report(s).

**Fraud Alert.** You may place a fraud alert in your file by calling one (1) of the three (3) nationwide credit reporting agencies above. A fraud alert tells creditors to follow certain procedures, including contacting you before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit.

**Security Freeze.** You may obtain a security freeze on your credit report, free of charge, to protect your privacy and confirm that credit is not granted in your name without your knowledge. You may also submit a declaration of removal to remove information placed in your credit report as a result of being a victim of identity theft. You have a right to place a security freeze on your credit report, free of charge, or submit a declaration of removal pursuant to the Fair Credit Reporting and Identity Security Act.

The security freeze will prohibit a consumer reporting agency from releasing any information in your credit report without your express authorization or approval. The security freeze is designed to prevent credit, loans, and services from being approved in your name without your consent. When you place a security freeze on your credit report, you will be provided with a personal identification number, password, or similar device to use if you choose to remove the freeze on your credit report or to temporarily authorize the release of your credit report to a specific party or parties or for a specific period of time after the freeze is in place.

To place a security freeze on your credit report, you may be able to use an online process, an automated telephone line, or a written request to any of the three (3) credit reporting agencies listed above. The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse, this information must be provided for them as well): (1) full name, with middle initial, and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past five years; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. The request must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, and display your name, current mailing address, and the date of issue.

**Federal Trade Commission and State Attorneys General Offices.** 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 home state. You may also contact these agencies for information on how to prevent or avoid identity theft.

You may contact the **Federal Trade Commission**, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580, [www.ftc.gov/bcp/edu/microsites/idtheft/](http://www.ftc.gov/bcp/edu/microsites/idtheft/), 1-877-IDTHEFT (438-4338).

**For Massachusetts Residents:** You may contact the Office of the Massachusetts Attorney General, 1 Ashburton Place, Boston, MA 02108, 1-617-727-8400, [www.mass.gov/ago/contact-us.html](http://www.mass.gov/ago/contact-us.html).

**For Massachusetts Residents:** You have the right to obtain a police report if you are a victim of identity theft.