

**Notice of Data Security Incident**  
**November 25, 2024**

Citadel of Northbrook is providing notice of a recent incident. On September 26, 2024, Citadel of Northbrook learned that its electronic health records (“EHR”) platform provider, PointClickCare, experienced a data security incident that impacted a limited amount of Citadel of Northbrook patient information. According to PointClickCare, on July 20, 2024, PointClickCare discovered a security incident related to the EHR platform and commenced an investigation. PointClickCare further reported that its investigation determined that an unauthorized actor utilized certain compromised end-user credentials to access, view, and acquire a limited amount of patient information maintained within the EHR platform, including information pertaining to certain Citadel of Northbrook’s patients. The information varied by patient but may include patient names, dates of birth, Social Security numbers, Medicare/Medicaid identification numbers, treatment and diagnosis information, admission dates, discharge dates, prescription information, and/or health insurance policy numbers.

Since learning of this incident, Citadel of Northbrook has worked diligently to ascertain the extent and nature of PointClickCare’s security incident, and to provide protections to those potentially impacted. In response to the incident, PointClickCare reported that it deactivated the compromised end-user credentials, forced a password change, and implemented additional security measures for password complexity. Citadel of Northbrook also enhanced security measures as a precaution.

Additionally, Citadel of Northbrook is mailing notice letters to potentially impacted individuals for whom we have address information. The letters will include information about this incident and steps that individuals can take to monitor and help protect their information, including access to free credit monitoring and identity protection services. Additional steps that individuals may take to monitor and protect their information are included below. We have also established a toll-free call center to answer questions about the incident, provide access to free credit monitoring and identity protection services for potentially affected individuals, and address related concerns. If you have questions about this incident, the letter you received, or believe your information was involved and would like to enroll in the credit monitoring and identity protection services, please call 1-833-844-6335 between the hours of 8 AM and 8 PM Eastern Time, or write us at 3300 Milwaukee Avenue, Northbrook, Illinois 60062.

In general, we encourage individuals to remain vigilant against incidents of identity theft and fraud by reviewing credit reports/account statements and explanation of benefits forms for suspicious activity and to detect errors. Under U.S. law, individuals are entitled to one free credit report annually from each of the three major credit reporting bureaus, TransUnion, Experian, and Equifax. To order your free credit report, visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call 1-877-322-8228.

Individuals have the right to place an initial or extended fraud alert on a credit file at no cost. If individuals are a victim of identity theft, they are entitled to an extended fraud alert lasting seven years. As an alternative to a fraud alert, they have the right to place a credit freeze on a credit report. The credit freeze is designed to prevent credit, loans, and services from being approved without consent. Pursuant to federal law, individuals cannot be charged to place or lift a credit freeze on your credit report.

Should you wish to place a fraud alert or credit freeze, please contact the three major credit reporting bureaus listed below:

<b>TransUnion</b> 1-800-680-7289 <a href="http://www.transunion.com">www.transunion.com</a>	<b>Experian</b> 1-888-397-3742 <a href="http://www.experian.com">www.experian.com</a>	<b>Equifax</b> 1-888-298-0045 <a href="http://www.equifax.com">www.equifax.com</a>
<b>TransUnion Fraud Alert</b> P.O. Box 2000 Chester, PA 19016-2000	<b>Experian Fraud Alert</b> P.O. Box 9554 Allen, TX 75013	<b>Equifax Fraud Alert</b> P.O. Box 105069 Atlanta, GA 30348-5069
<b>TransUnion Credit Freeze</b> P.O. Box 160 Woodlyn, PA 19094	<b>Experian Credit Freeze</b> P.O. Box 9554 Allen, TX 75013	<b>Equifax Credit Freeze</b> P.O. Box 105788 Atlanta, GA 30348-5788

### **Additional Information**

You can further educate yourself regarding identity theft, fraud alerts, credit freezes, and the steps you can take to protect your personal information by contacting the credit reporting bureaus, the Federal Trade Commission (FTC), or your state Attorney General. The FTC also encourages those who discover that their information has been misused to file a complaint with them. The FTC may be reached at 600 Pennsylvania Ave. NW, Washington, D.C. 20580; [www.identitytheft.gov](http://www.identitytheft.gov); 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261.

You have the right to file a police report if you ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, you will likely need to provide some proof that you have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement, your state Attorney General, and the FTC.