



CORNERSTONE  
HEALTHCARE GROUP

<<Date>> (Format: Month Day, Year)

<<first\_name>> <<middle\_name>> <<last\_name>> <<suffix>>  
<<address\_1>>  
<<address\_2>>  
<<city>>, <<state\_province>> <<postal\_code>>  
<<country>>

**Re: Notice of Data Breach**

Dear <<first\_name>> <<middle\_name>> <<last\_name>> <<suffix>>,

**What Happened?** In mid-December 2023, Cornerstone Healthcare Group Management Services LLC (“Cornerstone”) became aware of suspicious network activity in our IT environment. Once detected, we promptly launched an investigation, which ultimately confirmed that a data breach occurred on December 19, 2023. The breach affected data associated with certain healthcare facilities that Cornerstone supports, including <<b2b\_text\_1 (Facility Name)>>. Importantly, the incident did not impact or disrupt the delivery of quality patient care at the affected facilities. During the course of our investigation, on May 30, 2024, we determined that personal information was among the data that was subject to unauthorized access. We conducted a comprehensive data review and validation process, and we have now determined that your personal information was among the impacted data.

**What Information Was Involved?** The information involved includes: <<b2b\_text\_2 (name and data elements)>>.

Cornerstone’s priority is delivering quality and compassionate care to our patients. We deeply value the trust that our patients and their families place in our team, and we are taking appropriate steps to protect your privacy.

**What We Are Doing.** In addition to containing the issue, we contacted law enforcement and engaged leading cybersecurity firms to assist us in assessing the incident’s scope and cause. This notice has not been delayed because of a law enforcement investigation. Out of an abundance of caution, we also are offering identity monitoring services through Kroll for a period of <<Monitoring Term Length (Months)>> months at no cost to you. Your identity monitoring services include Credit Monitoring, Web Watcher, Public Persona, Quick Cash Scan, \$1 Million Identity Fraud Loss Reimbursement, Fraud Consultation, and Identity Theft Restoration. To take advantage of this offer:

Ensure that you enroll by: <<b2b\_text\_6 (activation deadline)>> (Your code will not work after this date.)

Visit <https://enroll.krollmonitoring.com> to enroll.

Provide your membership number: <<Membership Number s\_n>>

For more information about Kroll and your Identity Monitoring services, you can visit [info.krollmonitoring.com](http://info.krollmonitoring.com). Additional information describing your services is included with this letter.

If you have questions about the product or need assistance with identity monitoring, please contact Kroll’s customer care team at (866) 810-8106 by <<b2b\_text\_6 (activation deadline)>>. Be prepared to provide membership number <<Membership Number s\_n>>.

**What You Can Do.** We also suggest, as a general practice, to stay vigilant and closely review and monitor your financial accounts, statements, credit reports and other financial information for any evidence of unusual activity, fraudulent charges or signs of identity theft. Please see the attachment for additional information that may be helpful to you.

**For More Information.** Again, we take our responsibility to protect your information extremely seriously, and we are very sorry for any inconvenience that this incident may cause you. If you have any questions regarding this incident or the services available to you, assistance is available by calling **(866) 810-8106** between the hours of 9:00 am – 6:30 pm Eastern Time Monday through Friday (excluding major U.S. holidays). Please note that this notice is personalized for you and that other individuals whose personal data may have been involved will receive their own personalized notices as well.

Sincerely,

Christi Braun  
Privacy Officer  
Cornerstone Healthcare Group

## ADDITIONAL INFORMATION

Please note that you can contact the Federal Trade Commission (“FTC”), your attorney general, and the national consumer reporting agencies for more information on fraud alerts, security freezes, and other steps you can take to avoid identity theft. The contact information for the three nationwide credit reporting companies is:

### **Equifax**

P.O. Box 105788  
Atlanta, GA 30374  
[www.equifax.com](http://www.equifax.com)  
888-298-0045

### **TransUnion**

PO Box 2000  
Chester, PA 19016  
<https://www.transunion.com>  
800-916-8800

### **Experian**

PO Box 4500  
Allen, TX 75013  
[www.experian.com](http://www.experian.com)  
1-888-397-3742

Additional information about these steps is included below. Please also note that you can report any suspected incidents of identity theft to law enforcement, your state’s attorney general, and the FTC. You may contact the Consumer Response Center at the FTC by calling 1-877-FTC-HELP (382-4357). In certain states, you may also obtain any police report filed about this issue. You can obtain information about fraud alerts and security freezes from the FTC and from credit reporting agencies. You also have other rights under the Fair Credit Reporting Act (“FCRA”). For further information about your rights under the FCRA, please visit [https://files.consumerfinance.gov/f/201504\\_cfpb\\_summary\\_your-rights-under-fcra.pdf](https://files.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf).

**Additional Information for Connecticut, District of Columbia, Iowa, Maryland, New York, North Carolina, and Oregon Residents.** You can obtain information about steps to prevent identity theft and/or report identity theft to your state Attorney General at:

- Connecticut Office of the Attorney General, 165 Capitol Avenue, Hartford, CT 06106, 860-808-5318, <https://portal.ct.gov/ag>
- Office of the Attorney General for the District of Columbia, 400 6th Street NW, Washington, D.C. 20001, 202-727-3400, <https://oag.dc.gov/>
- Office of the Attorney General of Iowa, Hoover State Office Building, 1305 E. Walnut St., Des Moines, IA 50319, 515-281-5926, <http://www.iowaattorneygeneral.gov/>
- Maryland Office of the Attorney General, 200 St. Paul Place, Baltimore, MD 21202, 888-743-0023 (toll-free in Maryland), [www.marylandattorneygeneral.gov](http://www.marylandattorneygeneral.gov)
- New York Office of the Attorney General, The Capitol, Albany, NY 12224-0341, 800-771-7755, <https://ag.ny.gov>
- North Carolina Attorney General’s Office, 9001 Mail Service Center, Raleigh, NC 27699-9001, 919-716-6400 (toll-free in North Carolina), [www.ncdoj.gov](http://www.ncdoj.gov)
- Oregon Department of Justice, Consumer Protection, 1162 Court St. NE, Salem, OR 97301-4096, 877-877-9392 (toll-free), <http://www.doj.state.or.us/>

### **Fraud Alert Information**

Whether or not you enroll in credit monitoring, we recommend that you place a “Fraud Alert” on your credit file. Fraud Alert messages notify potential credit grantors to verify your identification before extending credit in your name in case someone is using your information without your consent. A Fraud Alert can make it more difficult for someone to get credit in your name; however, please be aware that it also may delay your ability to obtain credit. Call only one of the following three nationwide credit reporting companies to place your Fraud Alert: TransUnion, Equifax, or Experian. As soon as the credit reporting company confirms your Fraud Alert, they will also forward your alert request to the other two nationwide credit reporting companies so you do not need to contact each of them separately.

### **Free Credit Report Information**

Under federal law, you are also entitled to one free credit report once every 12 months from each of the above three major nationwide credit reporting companies. Call 1-877-322-8228 or make a request online at [www.annualcreditreport.com](http://www.annualcreditreport.com).

Even if you do not find any suspicious activity on your initial credit reports, the FTC recommends that you check your credit reports periodically. Victim information sometimes is held for use or shared among a group of thieves at different times. Checking your credit reports periodically can help you spot problems and address them quickly.

If you find suspicious activity on your credit reports or have reason to believe your information is being misused, call your local law enforcement agency and file a police report. Get a copy of the report; many creditors want the

information it contains to absolve you of the fraudulent debts. Further, you also should file a complaint with the FTC at [www.identitytheft.gov](http://www.identitytheft.gov) or at 1-877-ID-THEFT (1-877- 438-4338). IdentityTheft.gov provides a step-by-step personal recovery plan. Visit the FTC’s website at [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft) to review additional free identity theft resources.

### **Security Freeze Information**

You can request a “Security Freeze” on your credit file free of charge by sending a request in writing, by mail, to each of the three nationwide credit reporting companies. When a Security Freeze is added to your credit report, all third parties, such as credit lenders or other companies, whose use is not exempt under law will not be able to access your credit report without your consent. The Security Freeze may delay, interfere with or prohibit the timely approval of any subsequent request or application you make that involves access to your credit report. This may include, but is not limited to, new loans, credit, mortgages, insurance, rental housing, employment, investments, licenses, cellular phone service, utility service, digital signature service, Internet credit card transactions and extension of credit at point of sale.

To place a Security Freeze on your credit files at all three nationwide credit reporting companies, write to the addresses below and include the following information:

Equifax Security Freeze  
PO Box 105788  
Atlanta, GA 30348  
<https://www.equifax.com/personal/credit-report-services/>  
888-298-0045

TransUnion Security Freeze  
PO Box 2000  
Chester, PA 19016  
<https://www.transunion.com/credit-freeze>  
888-909-8872

Experian Security Freeze  
PO Box 9554  
Allen, TX 75013  
<https://www.experian.com/freeze/center.html>  
888-397-3742

- Your full name (first, middle, last including applicable generation, such as JR., SR., II, III, etc.)
- Your Social Security Number
- Your date of birth (month, day and year)
- Your complete address including proof of current address, such as a current utility bill, bank or insurance statement or telephone bill



## TAKE ADVANTAGE OF YOUR IDENTITY MONITORING SERVICES

You have been provided with access to the following services from Kroll:

### **Single Bureau Credit Monitoring**

You will receive alerts when there are changes to your credit data—for instance, when a new line of credit is applied for in your name. If you do not recognize the activity, you'll have the option to call a Kroll fraud specialist, who will be able to help you determine if it is an indicator of identity theft.

### **Web Watcher**

Web Watcher monitors internet sites where criminals may buy, sell, and trade personal identity information. An alert will be generated if evidence of your personal identity information is found.

### **Public Persona**

Public Persona monitors and notifies when names, aliases, and addresses become associated with your Social Security number. If information is found, you will receive an alert.

### **Quick Cash Scan**

Quick Cash Scan monitors short-term and cash-advance loan sources. You will receive an alert when a loan is reported, and you can call a Kroll fraud specialist for more information.

### **\$1 Million Identity Fraud Loss Reimbursement**

Reimburses you for out-of-pocket expenses totaling up to \$1 million in covered legal costs and expenses for any one stolen identity event. All coverage is subject to the conditions and exclusions in the policy.

### **Fraud Consultation**

You have unlimited access to consultation with a Kroll fraud specialist. Support includes showing you the most effective ways to protect your identity, explaining your rights and protections under the law, assistance with fraud alerts, and interpreting how personal information is accessed and used, including investigating suspicious activity that could be tied to an identity theft event.

### **Identity Theft Restoration**

If you become a victim of identity theft, an experienced Kroll licensed investigator will work on your behalf to resolve related issues. You will have access to a dedicated investigator who understands your issues and can do most of the work for you. Your investigator will be able to dig deep to uncover the scope of the identity theft, and then work to resolve it.

Kroll's activation website is only compatible with the current version or one version earlier of Chrome, Firefox, Safari and Edge.

To receive credit services, you must be over the age of 18 and have established credit in the U.S., have a Social Security number in your name, and have a U.S. residential address associated with your credit file.