

## Notice of Data Event

*Last updated: September 25, 2024*

PRC-Salttillo is providing notice of an event that may affect the privacy of certain information. We take this event seriously and would like to share information about the event, our response, and resources available to help protect information.

**What Happened?** On or about August 21, 2024, PRC-Salttillo became aware of suspicious activity on its computer network. PRC-Salttillo quickly began an investigation to determine the full nature and scope of the activity. Through the investigation, PRC-Salttillo determined that on August 14, an unauthorized actor copied certain files and folders from PRC-Salttillo's network. We promptly began a review of the relevant files and folders and completed our review on September 12, 2024.

**What Information Was Involved?** Our investigation identified the following types of information in the reviewed files: name, address, phone number, date of birth, treatment cost information, referring/treating physician, health insurance policy number, Medicare/Medicaid plan name, and/or medical device purchased. PRC-Salttillo then diligently worked to provide notice to the impacted individuals via mail and online notification on or about September 25, 2024.

**What We Are Doing.** We take the confidentiality, privacy, and security of information very seriously. In response to this event, we promptly took steps to secure our systems and commence a detailed investigation to determine the full nature and scope of the event. As part of our ongoing commitment to the privacy of information in our care, we are reviewing our policies, procedures, and processes related to the storage and access to personal information. Should you have concerns about your information, we are also providing free resources you may use on the next page of this letter. We also took steps to report this event to relevant state and federal regulators, as required by law.

**What You Can Do.** Individuals may consider remaining vigilant against incidents of identity theft and fraud by reviewing relevant account statements, if any, and monitoring their free credit reports for suspicious activity and to detect errors. Individuals may also review the "Steps Individuals Can Take To Protect Personal Information" section below.

**For More Information.** If you have any questions or concerns, please contact our dedicated assistance line at 1-844-218-4459, Monday through Friday 9:00 am – 9:00 pm Eastern Time (excluding major U.S. holidays). You may also write to us at PRC-Salttillo, Attn: Compliance Department, 1022 Heyl Road, Wooster, Ohio 44691. We take this matter seriously and sincerely regret any inconvenience or concern it may cause you.

The AAC Community has put their trust in PRC-Salttillo for almost 60 years, and this trust is not something we take for granted. We thank you for your patience and understanding as we move through this together and continue to serve our customers around the globe.

Sincerely,

PRC-Salttillo

### STEPS INDIVIDUALS CAN TAKE TO PROTECT PERSONAL INFORMATION

#### Monitor Relevant Accounts

Under U.S. law, a consumer is entitled to one free credit report annually from each of the three major credit reporting bureaus, Equifax, Experian, and TransUnion. To order a free credit report, visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call, toll-free, 1-877-322-8228. Consumers may also directly contact the three major credit reporting bureaus listed below to request a free copy of their credit report.

Consumers have the right to place an initial or extended “fraud alert” on a credit file at no cost. An initial fraud alert is a 1-year alert that is placed on a consumer’s credit file. Upon seeing a fraud alert display on a consumer’s credit file, a business is required to take steps to verify the consumer’s identity before extending new credit. If consumers are the victim of identity theft, they are entitled to an extended fraud alert, which is a fraud alert lasting seven years. Should consumers wish to place a fraud alert, please contact any of the three major credit reporting bureaus listed below.

As an alternative to a fraud alert, consumers have the right to place a “credit freeze” on a credit report, which will prohibit a credit bureau from releasing information in the credit report without the consumer’s express authorization. The credit freeze is designed to prevent credit, loans, and services from being approved in a consumer’s name without consent. However, consumers should be aware that using a credit freeze to take control over who gets access to the personal and financial information in their credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application they make regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, consumers cannot be charged to place or lift a credit freeze on their credit report. To request a credit freeze, individuals may need to provide some or all of the following information:

1. Full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security number;
3. Date of birth;
4. Addresses for the prior two to five years;
5. Proof of current address, such as a current utility bill or telephone bill;
6. A legible photocopy of a government-issued identification card (state driver’s license or ID card, etc.); and
7. A copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft if they are a victim of identity theft.

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

**Equifax**—[www.equifax.com](http://www.equifax.com) and 1-888-298-0045

**Experian**—[www.experian.com](http://www.experian.com) and 1-888-397-3742

**TransUnion**—[www.transunion.com](http://www.transunion.com) and 1-800-916-8800

### **Additional Information**

Consumers may further educate themselves regarding identity theft, fraud alerts, credit freezes, and the steps they can take to protect their personal information by contacting the consumer reporting bureaus, the Federal Trade Commission, or their state Attorney General. The Federal Trade Commission may be reached at: 600 Pennsylvania Ave NW, Washington, DC 20580; [www.identitytheft.gov](http://www.identitytheft.gov); 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. Consumers can obtain further information on how to file such a complaint by way of the contact information listed above. Consumers have the right to file a police report if they ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, consumers will likely need to provide some proof

that they have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement and the relevant state Attorney General. This notice has not been delayed by law enforcement.