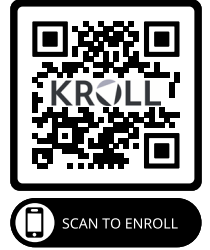




<<b2b_text_1 (VARIABLE HEADER)>>

<<Return to Kroll>>
<<Return Address>>
<<City, State ZIP>>

<<FIRST_NAME>> <<MIDDLE_NAME>> <<LAST_NAME>> <<SUFFIX>>
<<ADDRESS_1>>
<<ADDRESS_2>>
<<CITY>>, <<STATE_PROVINCE>> <<POSTAL_CODE>>
<<COUNTRY>>



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

Dear <<First_name>> <<Last_name>>:

The privacy and security of the personal information we maintain is of the utmost importance to Averhealth Holdings (“Averhealth”). We are writing with important information regarding a recent security incident. We wanted to provide you with information about the incident and let you know that we continue to take significant measures to protect your personal information.

What Happened?

On January 20, 2026, we detected unusual activity in Averhealth’s email environment.

What We Are Doing

Upon learning of the issue, we immediately secured our email environment and launched an investigation in consultation with outside cybersecurity professionals to evaluate the extent of the impact of the incident. As part of our investigation, we devoted considerable time and effort to determine what, if any, information was impacted. After an extensive investigation and manual review of the files that may have been impacted, we discovered on May 6, 2026 that some of your personal information may have been subject to unauthorized access or acquisition as a result of the incident.

What Information Was Involved?

Based on our comprehensive investigation and review, the impacted files contained some of your personal information, including your full name and the following: <<b2b_text_2 (data elements)>>.

What You Can Do

To help relieve concerns and restore confidence following this incident, we have secured the services of Kroll to provide identity monitoring at no cost to you for 12 months. Kroll is a global leader in risk mitigation and response, and their team has extensive experience helping people who have sustained an unintentional exposure of confidential data. Your identity monitoring services include Credit Monitoring, Fraud Consultation, and Identity Theft Restoration.

Visit <https://enroll.krollmonitoring.com> to activate and take advantage of your identity monitoring services.

You have until <<b2b_text_6 (activation deadline)>> to activate your identity monitoring services.

Membership Number: <<Membership Number s_n>>

For more information about Kroll and your Identity Monitoring services, you can visit info.krollmonitoring.com.

This letter also provides other precautionary measures you can take to protect your personal information, including placing a fraud alert and/or security freeze on your credit files, and/or obtaining a free credit report. Additionally, you should always remain vigilant in reviewing your financial account statements, explanation of benefits statements, and credit reports for fraudulent or irregular activity on a regular basis.

For More Information.

We sincerely regret that this incident occurred. Averhealth is committed to maintaining the privacy of personal information in our possession and have taken many precautions to safeguard it. We continually evaluate and modify our practices and internal controls to enhance the security and privacy of your personal information.

If you have any further questions regarding this incident, please call our dedicated and confidential toll-free response line that we have set up to respond to questions at (844) 959-7153. This response line is staffed with professionals familiar with this incident and knowledgeable on what you can do to help protect against misuse of your information. The response line is available Monday through Friday, **9:00 am to 6:30 pm Eastern Time**, excluding major U.S. holidays. Please have your membership number ready.

Sincerely,

Dominique Hummel

Averhealth Holdings
2400 Old Brick Road, Ste. 142
Glen Allen, VA 23060