NOTICE OF DATA PRIVACY INCIDENT

Last Updated on November 5, 2026

Bethany Village was the victim of a data privacy incident that involved certain electronic health information of its current and former residents of its facilities in New York.

What Happened:

On September 4, 2026, Bethany Village was alerted to suspicious activity within our computer network. Upon receipt of the alerts, Bethany Village took immediate action to secure our network and partnered with specialists to investigate.

On October 12, 2026, Bethany Village learned that an unauthorized actor accessed portions of its network. Bethany Village commenced a comprehensive review of the data to determine what sensitive information, if any, was accessible and to whom that information belonged. The review to determine which current and former residents', and employees' data was present and accessible on the servers at the time of the incident is ongoing and notification to those individuals will be provided at the conclusion of that review.

What Information Was Involved:

The information involved will likely include personally identifiable information ("PII") and protected health information ("PHI") including names in combination with Social Security number, financial account information, Medicare/Medicaid ID number, medical diagnosis and/or treatment information, health insurance information, and demographic information. At this time, we have no evidence of misuse of any PII or PHI for fraud or identity theft.

What We Are Doing:

Upon learning of the incident, Bethany Village took immediate steps to secure our network and partnered with specialists to conduct a thorough investigation which included a comprehensive review of our files for PII and PHI. We reported the event to federal law enforcement. Additionally, we are reviewing our existing controls, training programs, and policies & procedures we have in place for additional ways to remain resilient against evolving threats moving forward.

What You Can Do:

As a general matter, it is best practice to remain vigilant for incidents of identity theft and fraud, from any source, by reviewing and monitoring your account statements, credit reports, and explanation of benefits (EOBs) for suspicious activity and errors. If you discover any suspicious or unusual activity on your accounts, promptly contact your financial institution or the service provider.

For More Information:

If you have any questions or concerns, **please contact our dedicated assistance line at (xxx) xxx-xxxx,** Monday through Friday, 8:00 a.m. – 8:00 p.m. EST, excluding major U.S. holidays.

Additional Resources and Steps Potentially Impacted Individuals May Take:

Under U.S. law, you 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 or call 1-877-322-8228. Once you receive your credit report, review it for discrepancies and identify any accounts you did not open or inquiries from creditors that you did not authorize. If you have questions or notice incorrect information, contact the credit reporting bureau.

- Equifax - 1-888-298-0045; www.equifax.com
- Experian – 1-888-397-3742; www.experian.com
- TransUnion – 1-800-680-7289; www.transunion.com

Fraud Alert

You may place an initial or extended "fraud alert" on a credit file at no cost. An initial fraud alert is a one-year alert that is placed on a consumer's credit file. Upon seeing a fraud alert, a business is required to take steps to verify the consumer's identity before extending new credit. **If you are a victim of identity theft, you are entitled to an extended fraud alert lasting seven years.** Should you wish to place a fraud alert, please contact any of the three credit reporting bureaus listed below:

- Equifax - P.O. Box 105069, Atlanta, GA 30348-5069, 1-800-525-6285; https://www.equifax.com/credit-fraud-alerts/
- Experian – P.O. Box 9554, Allen, TX 75013, 1-888-397-3742; https://www.experian.com/help/fraud-alert/
- TransUnion – P.O. Box 2000, Chester, PA 19016, 1-800-680-7289; https://www.transunion.com/fraud-alerts

Security Freeze

As an alternative to a fraud alert, you 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 your express authorization. The credit freeze is designed to prevent credit, loans, and services from being approved in your name without your consent. However, you should be aware that using a

credit freeze may delay, interfere with, or prohibit the timely approval of any subsequent request or application you make regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, you cannot be charged to place or lift a credit freeze on your credit report. To request a credit freeze, you should contact any of the three credit reporting bureaus listed below:

- Equifax - P.O. Box 105788, Atlanta, GA 30348-5788, 1-888-378-4329; https://www.equifax.com/personal/help/place-lift-remove-security-freeze/
- Experian – P.O. Box 9554, Allen, TX 75013, 1-888-397-3742; www.experian.com/freeze/center.html
- TransUnion – P.O. Box 160, Woodlyn, PA 19094, 1-800-916-8800; www.transunion.com/credit-freeze

Protection for Deceased Individuals

To protect your departed loved one's information, you may also take advantage of your rights to the free fraud alert services offered by the three major credit bureaus, should you feel it appropriate to do so. Placing fraud alerts will provide your loved one's credit with additional protection. In addition, doing so will give you access to copies of each of your credit reports at no cost to you.

You may also request, in writing, that the credit report list the following alert*:*

"Deceased. Do not issue credit. If an application for credit is made, notify the following person(s) immediately: (yourself and/or another responsible person/next of kin - notifying the relationship of the individual, such as POA or executor/trustee of the estate) and law enforcement."

In most cases, this will prevent the opening of new credit accounts in the deceased individual's name. You can report a death to the Social Security Administration by calling this toll-free number, 1-800-772-1213, between the hours of 6 AM – 6 PM CST, Monday through Friday. When you call, be sure to have the decedent's Social Security number available.

Further Protections

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 Federal Trade Commission (FTC). 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; 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261.

For New York residents, the New York Attorney General may be contacted at Office of the Attorney General, The Capitol, Albany, NY 12224-0341; 1-800-771-7755; or https://ag.ny.gov.