El Camino Health

Secure Processing Center
25 Route 111, P.O. Box 1048
Smithtown, NY 11787

Postal Endorsement Line
<<Full Name>>
<<Address 1>>
<<Address 2>>
<<Address 3>>
<<City>>, <<State>> <<Zip>>
<<Country>>
***Postal IMB Barcode

<<Date>>

Dear <<Full Name>>:

We are writing to inform you about a recent data security incident that involved some of your information. El Camino Health is committed to protecting the confidentiality and security of the information we maintain, and this notice explains the incident, measures we have taken, and additional steps you can consider in response.

What Happened: On September 1, 2026, we identified unusual activity in our Microsoft 365 system. We immediately took steps to secure the system and initiated an investigation with the assistance of third-party forensic experts. We also notified law enforcement. The investigation identified intermittent unauthorized access to the Microsoft 365 accounts for four employees between August 26, 2026 and September 2, 2026, and certain documents that were copied or downloaded from those accounts. We then initiated a review and analysis of those documents, which is ongoing, to determine what information they contained.

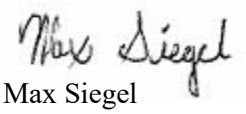
What Information Was Involved: The information involved varies per individual. Based on our ongoing review, the documents may contain your name and some or all of the following: your contact information, demographic information, Social Security number, driver's license number, date of birth, medical record number, patient account number, diagnosis information, treatment information, prescription information, provider name(s), date(s) of service, and/or health insurance information. For some patients, financial account and routing numbers may have also been involved.

What We Are Doing: We want you to understand the measures we have taken and the additional steps you can take in response. To help prevent something like this from happening again, we have implemented additional safeguards and technical security measures to further protect and monitor our Microsoft 365 system. In addition, out of an abundance of caution, we secured the services of Experian to provide you with one year of complimentary identity monitoring services through Experian®'s IdentityWorks℠. This product helps detect possible misuse of your information and provides you with identity protection support focused on immediate identification and resolution of identity theft. IdentityWorks is available to you for one year at no cost to you and enrolling in this program will not affect your credit score.

What You Can Do: We encourage you to enroll in the credit and identity monitoring services we are offering you. We also recommend that you review the statements you receive from your providers and health insurers. If you see services that you did not receive, you should contact the issuer of the statement immediately. In addition, we encourage you to remain vigilant about the possibility of fraud by reviewing your financial account statements for any suspicious activity. You should immediately report any suspicious activity to your financial institution. **For more information on steps you can take in response to the incident, including instructions on how to activate your complimentary one-year membership of Experian IdentityWorks, please see the pages that follow this letter.**

For More Information: If you have any questions about this incident, please call 888-517-6420, Monday through Friday, between 9:00 a.m. to 9:00 p.m., Pacific Time.

Sincerely,



Max Siegel
Chief Compliance and Privacy Officer