

NOTICE OF DATA INCIDENT

Family Medical Associates of Raleigh, PA, (“FMAR”) is providing this updated notice of an incident that affected protected health information stored in our systems.

What Happened?

On May 7, 2026, we became aware of suspicious activity within our computer systems. Upon discovery, we immediately began an investigation and took steps to contain and remediate the situation, including resetting credentials, isolating affected systems, communicating with law enforcement, and engaging data security and privacy professionals to assist with our investigation and response.

The investigation determined that an unauthorized actor gained access to our computer systems between April 18, 2026, and April 20, 2026. During this time frame, the unauthorized actor also downloaded certain information. We have worked continuously since May to investigate the matter and identify what information was potentially impacted in order to notify individuals as soon as possible. There is currently no evidence that any information has been misused for identity theft or fraud in connection with this incident.

What Information Was Involved?

Based on the findings of the investigation, the following types of information may have been impacted: name, address, biometric and genetic data, contact information, date of birth, date of treatment, service, or discharge, demographic information, financial account number without access info, health insurance group number, health insurance policy number, health plan beneficiary, health plan beneficiary number, health plan number, lab results, medical history treatment diagnosis or procedure, medical record number, Medicare or Medicaid ID, physical or mental condition, prescription or medication information, social security number/taxpayer identification number, and/or treatment cost information.

Note that this list describes general categories of information present within the affected systems and includes categories that may not apply to each potentially impacted individual.

What We Are Doing.

Protecting the privacy and security of the information entrusted to us is one of our highest priorities. We first posted notification of this issue on our website on July 2, 2026, in an effort to make potentially affected individuals aware of the situation and provide steps they could take to protect their information and/or communicate with FMAR about our response or related questions.

In addition to the efforts described above in response to the incident, we have taken steps to further strengthen the security of our systems. These measures include implementing additional security monitoring tools, enhancing our multi-factor authentication, and reinforcing other administrative and technical safeguards designed to better protect the information we maintain. We continue to evaluate our security practices and implement additional measures, as appropriate, to help safeguard the information entrusted to us.

What Can Impacted Individuals Do?

Out of an abundance of caution, FMAR encourages individuals to remain vigilant against incidents of identity theft and fraud, to review account statements and explanation of benefits forms, and to monitor free credit reports for suspicious activity and to detect errors. Under U.S. law, individuals are entitled to one free credit report annually from each of the three major credit reporting bureaus. Additional information and resources are outlined below.

We take this incident and the security of information in our care seriously. If you have additional questions, you may contact us at 888-619-1587, Monday – Friday, 9 am – 9 pm Eastern Time (excluding major U.S. holidays).

Steps You Can Take to Protect Your Personal Information

Contact information for the three nationwide credit reporting agencies:

Equifax, PO Box 740241, Atlanta, GA 30374, www.equifax.com/personal/credit-report-services, 1-800-685-1111

Experian, PO Box 2104, Allen, TX 75013, www.experian.com/help, 1-888-397-3742

TransUnion, PO Box 2000, Chester, PA 19016, <https://www.transunion.com/data-breach-help>, 1-833-395-6938

Free Credit Report. It is recommended that you remain vigilant for incidents of fraud and identity theft by reviewing account statements and monitoring your credit report for unauthorized activity. You may obtain a copy of your credit report, free of charge, once every 12 months from each of the three nationwide credit reporting agencies.