

Heart of America Medical Center
c/o Return Processing Center:
555 Monster Rd SW | Renton, WA 98057

PRESORT
FIRST-CLASS MAIL
US POSTAGE
PAID
CHICAGO, IL
PERMIT NO 4187



HEART OF AMERICA
MEDICAL CENTER

Via First-Class Mail

Re: Notice of Data Incident

Dear [REDACTED],

Heart of America Medical Center (“Heart of America”) is writing to inform you of a data security incident that may have involved unauthorized access to personal information relating to you. Heart of America has records in its possession containing some of your personal information because you are either a current or former patient of Heart of America. We take the protection of your personal information very seriously and are sending you this notice to tell you what happened, what information was involved, and what we have done in response. Additionally, this letter will tell you what you can do in response to this incident and what resources are available to help protect against the potential misuse of sensitive personal information, if you feel it is appropriate.

What Happened?

On or about June 12, 2025, Heart of America became aware of suspicious activity within our network environment. Upon discovery of this incident, Heart of America immediately took steps to lock down and secure our environment and promptly engaged a specialized third-party cybersecurity firm and IT personnel to assist with securing the environment, as well as to conduct a comprehensive forensic investigation to determine the nature and scope of the incident. The forensic team confirmed that certain data had been taken from its systems without authorization. The forensic investigation concluded on September 15, 2025, and identified the files which had been compromised. Meanwhile, Heart of America proceeded with substitute notice of the incident on its website on September 20, 2025.

Heart of America then engaged a third-party vendor to assist with an extensive data review process to identify potentially impacted individuals and determine the types of information that may have been involved. That process concluded on May 12, 2026. Based on these findings, Heart of America began reviewing the affected data to identify the individuals potentially affected by this incident and the types of information that may have been compromised. Heart of America completed its review on June 9, 2026.

On June 15, 2026, Heart of America engaged a notification vendor to facilitate individual notice. Thereafter, Heart of America devoted additional time to locating and verifying mailing addresses for the notice population to help ensure notices reach the appropriate individuals. On July 9, 2026, Heart of America finalized a list of individuals to notify, followed by organizing the mailing, call center, and credit monitoring services for the impacted population. This process was necessary to provide accurate information and notice to the potentially impacted individuals. During this review, Heart of America determined that some of your personal information may have been affected by the incident.

What Information was Involved?

The personal information that may have been subject to unauthorized access includes [REDACTED]. Please note the information impacted varies for each potentially impacted individual.

What We Are Doing.

Data privacy and security are among Heart of America's highest priorities, and we are committed to doing everything we can to protect the privacy and security of the personal information in our care. Upon discovery of the incident, Heart of America moved quickly and diligently to investigate, respond, and assess the security of its systems with the assistance of outside experts.

Additionally, Heart of America has also taken additional technical and administrative steps to further enhance the security of its systems and customer data to mitigate the risk of future harm. Specifically, Heart of America has implemented several security enhancements, including updates to our security technologies and vendors, expanded employee security awareness training, and completed comprehensive internal and external security testing.

In response to the incident, we are offering 24 months of access to Single Bureau Credit Monitoring/Single Bureau Credit Report/Single Bureau Credit Score services at no charge. These services provide you with alerts for 24 months from the date of enrollment when changes occur to your credit file. This notification is sent to you the same day that the change or update takes place with the bureau. Finally, we are providing you with proactive fraud assistance to help with any questions that you might have or in event that you become a victim of fraud. These services will be provided by HaystackID, a company specializing in fraud assistance and remediation services.

How do I enroll for the free services?

To enroll in Credit Monitoring services at no charge, please log on to the following and follow the instructions provided: [REDACTED]

When prompted please provide the following activation code to receive services: [REDACTED]

In order for you to receive the monitoring services described above, you must enroll within 90 days from the date of this letter. The enrollment requires an internet connection and e-mail account and may not be available to minors under the age of 18 years of age. Please note that when signing up for monitoring services, you may be asked to verify personal information for your own protection to confirm your identity.

What You Can Do.

We encourage you to enroll in the complimentary credit monitoring that we are offering to you at no cost. Additionally, we encourage you to remain vigilant against incidents of identity theft and fraud, to review your account statements, and to monitor your credit reports for suspicious or unauthorized activity. You can find more information on steps to protect yourself against identity theft in the enclosed *Additional Resources to Help Protect Your Information* sheet.

For More Information.

If you have any questions or concerns not addressed in this letter, please call [REDACTED] (toll free) Monday through Friday, during the hours of 9:00 a.m. and 9:00 p.m. Eastern Standard Time (excluding U.S. national holidays). Please have this letter ready if you call.

Heart of America sincerely regrets any concern or inconvenience this matter may cause and remains dedicated to ensuring the privacy and security of all information in our control.

Sincerely,

Heart of America Medical Center