Lake Region Healthcare
c/o Cyberscout
P.O. Box 3826
Suwanee, GA 30024

[redacted]

July 1, 2026

IMPORTANT INFORMATION PLEASE REVIEW CAREFULLY

Dear [redacted]:

The privacy and security of the personal information we maintain is of the utmost importance to Lake Region Healthcare. We are writing to provide you with information regarding a cybersecurity incident that potentially involved your personal information. Please read this notice carefully, as it provides information about the incident, the complimentary identity monitoring services we are making available to you, and precautionary measures you can take to protect your information.

What Happened? On or about May 19, 2025, Lake Region Healthcare detected unauthorized access to our network. Upon learning of the issue, we secured our network, notified law enforcement, and launched an investigation assisted by external cyber security professionals to assess the full scope of information impacted. We have no reason to believe that the incident impacted our electronic health records system, however our investigation determined that certain files may have been accessed or removed by the unauthorized individual(s) on or about May 19, 2025.

What We Are Doing. As a part of our investigation, we conducted a thorough and comprehensive review to identify all individuals whose information may have been maintained on the impacted system. On June 5, 2026, we determined that the impacted files may have contained your personal or protected health information. Although we have no evidence that your information has been used to commit financial fraud or identity theft, we want to make you aware of the incident and provide information about the precautionary measures available to you. We remain fully committed to maintaining the privacy of personal information entrusted to our care.

What Information Was Involved? The potentially impacted information includes [redacted].

What You Can Do. Out of an abundance of caution, we are providing complimentary identity monitoring services with Cyberscout, a TransUnion company. These services include access to **Single Bureau Credit Monitoring, Single Bureau Credit Report, and Single Bureau Credit Score** services. These services provide alerts for 12 months from the date of enrollment when changes occur to your credit file. This notification is sent to you on the same day that the change or update takes place with the bureau. These services also include proactive fraud assistance to help with any questions that you might have or in event that you become a victim of fraud.

This letter also provides other precautionary measures you can take to protect your personal information, including placing a Fraud Alert and Security Freeze on your credit files, and obtaining a free credit report. We encourage all potentially impacted individuals to remain vigilant by reviewing financial account statements and credit reports on a regular basis for any unauthorized activity. We also recommend reviewing explanation of benefits statements received from health insurance providers, as further described in the "Other Important Information" section below.

How to Enroll. To enroll in the complimentary identity monitoring services, please log on to https://bfs.cyberscout.com/activate and follow the instructions provided. When prompted please provide the following unique 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.

For More Information. If you have questions, please contact our dedicated and confidential call center at 1-844-507-9987. The response line is available between the hours of 7:00 a.m. to 7:00 p.m. Central Time, Monday through Friday, excluding holidays. We apologize for any inconvenience or concern this may cause. We take this matter very seriously and are committed to maintaining the privacy of personal information in our possession.

Sincerely,
Lake Region Healthcare
712 Cascade St. S., Fergus Falls, MN 56537

– OTHER IMPORTANT INFORMATION –

1. Placing a Fraud Alert.

We recommend that you place a one-year "Fraud Alert" on your credit files, at no charge. A fraud alert tells creditors to take reasonable steps to verify your identity before they open any new accounts. To place a fraud alert, call any one of the three major credit bureaus at the numbers listed below. Once one credit bureau confirms your fraud alert, it is required to notify the others.

Equifax
Equifax Information Services LLC
P.O. Box 105069, Atlanta, GA 30348
www.equifax.com/personal/credit-report-services/credit-fraud-alerts/
1-888-EQUIFAX (1-888-378-4329)

Experian
P.O. Box 9532, Allen, TX 75013
www.experian.com/fraud
1-888-EXPERIAN (1-888-397-3742)

TransUnion
Fraud Victim Assistance Department
P.O. Box 2000, Chester, PA 19016
www.transunion.com/fraud-alerts
800-916-8800; 800-680-7289

2. Consider Placing a Security Freeze on Your Credit File.

You may also request a "Security Freeze" be placed on your credit file at no cost. A security freeze prohibits, with certain specific exceptions, the consumer reporting agencies from releasing your credit report or any information from it without your express authorization. You may place a security freeze on your credit report by contacting any of the three nationwide credit reporting companies. To find out more on how to place a security freeze, you can use the following contact information:

Equifax Security Freeze
Equifax Information Services LLC
P.O. Box 105788, Atlanta, GA 30348
www.equifax.com/personal/credit-report-services/credit-freeze/
1-888-EQUIFAX (1-888-378-4329)

Experian Security Freeze
P.O. Box 9554, Allen, TX 75013
www.experian.com/freeze
1-888-EXPERIAN (1-888-397-3742)

TransUnion Security Freeze
P.O. Box 160, Woodlyn, PA 19094
www.transunion.com/credit-freeze
800-916-8800; 888-909-8872

In order to place the security freeze, you will need to supply your name, address, date of birth, Social Security number and other personal information such as a copy of a government-issued identification. After receiving your freeze request, each credit reporting company will send you a confirmation letter containing a unique PIN (personal identification number) or password. Keep the PIN or password in a safe place. You will need it if you choose to lift the freeze. If you do place a security freeze prior to enrolling in identity theft protection services, you will need to remove the freeze to sign up. After you sign up, you may refreeze your credit file.

3. Obtaining a Free Credit Report.

Under federal law, you are entitled to one free credit report every 12 months from each of the above three major nationwide credit reporting companies. Call 1-877-322-8228 or request your free credit reports online at www.annualcreditreport.com. Once you receive your credit reports, review them for discrepancies, identify any accounts you did not open or inquiries from creditors that you did not authorize, and verify that all information is correct. If you have questions or notice incorrect information, contact the credit reporting company.

4. Protecting Medical Information.

As a general matter, the following practices can help deter, detect, and protect against medical identity theft. For more information, visit consumer.ftc.gov/articles/what-know-about-medical-identity-theft. Only share health insurance cards with health care providers and family members who are covered under the insurance plan or who help with medical care. Review the "explanation of benefits" statement provided by the health insurance company and follow up with the insurance company or care provider regarding any unrecognized items. If necessary, contact the care provider listed on the explanation of benefits statement and request copies of medical records from the date of potential access (noted above) through the current date. Ask the insurance company for a current year-to-date report of all services paid for the impacted individual as a beneficiary and follow up on any unrecognized charges.

5. Additional Helpful Resources.

Even if you do not find any suspicious activity on your initial credit reports, the Federal Trade Commission (FTC) recommends that you check your credit reports periodically. Checking your credit report periodically can help you spot problems and address them quickly. If you find suspicious activity on your credit reports or have reason to believe your information is being misused, call your local law enforcement agency and file a police report. Be sure to obtain a copy of the police report, as many creditors will want the information it contains to absolve you of the fraudulent debts. You may also file a complaint with the FTC by visiting www.identitytheft.gov, by phone at 1-877-IDTHEFT (1-877-438-4338), or by mail at Federal Trade Commission, 600

Pennsylvania Avenue, NW, Washington, DC 20580. In addition, you may obtain information from the FTC about fraud alerts and security freezes.

Iowa Residents: You may contact law enforcement or the Iowa Attorney General's Office to report suspected incidents of identity theft: Office of the Attorney General of Iowa, Consumer Protection Division, Hoover State Office Building, 1305 East Walnut Street, Des Moines, IA 50319; www.iowaattorneygeneral.gov; 515-281-5164.

Maryland Residents: You may obtain information about avoiding identity theft from the Maryland Attorney General's Office: Office of the Attorney General of Maryland, Consumer Protection Division, 200 St. Paul Place, Baltimore, MD 21202; https://oag.maryland.gov; 888-743-0023.

Massachusetts Residents: Under Massachusetts law, you have the right to obtain a police report in regard to this incident. If you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it.

New Mexico residents: You have rights pursuant to the Fair Credit Reporting Act, such as the right to be told if information in your credit file has been used against you, the right to know what is in your credit file, the right to ask for your credit score, and the right to dispute incomplete or inaccurate information. Further, pursuant to the Fair Credit Reporting Act, the consumer reporting agencies must correct or delete inaccurate, incomplete, or unverifiable information; consumer reporting agencies may not report outdated negative information; access to your file is limited; you must give your consent for credit. In addition, you have the right to obtain a security freeze (as explained above) or submit a declaration of removal. You have a right to bring a civil action against a consumer reporting agency that violates your rights under the Fair Credit Reporting and Identity Security Act. For more information about the FCRA, please visit www.consumer.ftc.gov/sites/default/files/articles/pdf/pdf-0096-fair-credit-reporting-act.pdf or www.ftc.gov.

New York Residents: You may obtain information about preventing identity theft from the New York Attorney General's Office: Office of the Attorney General, The Capitol, Albany, NY 12224-0341; ag.ny.gov/consumer-frauds-bureau/identity-theft; 800-771-7755.

North Carolina Residents: You may obtain information about preventing identity theft from the North Carolina Attorney General's Office: Office of the Attorney General of North Carolina, Consumer Protection Division, 9001 Mail Service Center, Raleigh, NC 27699-9001; www.ncdoj.gov; 877-566-7226 (Toll-free within North Carolina), 919-716-6000.

Oregon Residents: You may obtain information about preventing identity theft from the Oregon Attorney General's Office: Oregon Department of Justice, 1162 Court Street NE, Salem, OR 97301-4096; www.doj.state.or.us; 877-877-9392**.**

Rhode Island Residents: You have the right to obtain a police report if one was filed, or alternatively, you can file a police report. Further, you can obtain information from the Rhode Island Office of the Attorney General about steps you can take to help prevent identity theft. You can contact the Rhode Island Attorney General at: 150 South Main Street, Providence, RI 02903; www.riag.ri.gov; (401) 274-4400. As noted above, you have the right to place a security freeze on your credit report at no charge, but note that consumer reporting agencies may charge fees for other services. To place a security freeze on your credit report, you must send a request to each of the three major consumer reporting agencies: Equifax, Experian, and TransUnion. These agencies can be contacted using the contact information provided above. In order to request a security freeze, you may need to provide the following information: your full name (including middle initial as well as Jr., Sr., II, III, etc.); Social Security number; date of birth; complete address; prior addresses; proof(s) of identification (state driver's license or ID card, military identification, birth certificate, etc.); and if you are a victim of identity theft, a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft. When you place a security freeze on your credit report, within five (5) business days you will be provided with a personal identification number or password to use if you choose to remove the freeze on your credit report or to temporarily authorize the release of your credit report for a specific period of time after the freeze is in place. To provide that authorization, you must contact the consumer reporting agency and provide all of the following: (1) the unique personal identification number or password provided by the consumer reporting agency; (2) proper identification to verify your identity; and (3) the proper information regarding the period of time for which the report shall be available to users of the credit report. There were 14 Rhode Island residents impacted.

Washington D.C. Residents: You may obtain information about preventing identity theft from the Office of the Attorney General for the District of Columbia, 400 6th Street NW, Washington D.C. 20001, oag.dc.gov/consumer-protection, Telephone: 202-442-9828.