

## Notification of Data Security Incident

May 11, 2026 - On or around March 12, 2026, Arkansas Hospice, Inc. dba LifeTouch Health experienced a network disruption that impacted certain systems. Upon discovery, we took action to address and investigate the event, which included securing our network and engaging third-party computer forensic specialists to assist with determining the nature and scope of the event. A thorough investigation determined that certain information stored on our network was subject to unauthorized access for a limited period of time. We are currently conducting a comprehensive and time-consuming review of the potentially impacted data in order to determine the type(s) of information contained within the data and to whom that information related. While our review is ongoing, we have determined that a limited amount of protected health information ("PHI") may have been subject to unauthorized access in connection with this event. At this time, the type(s) of information potentially impacted varies by individual but may include name and one or more of the following: Social Security number, date of birth, treatment information, and/or diagnosis.

We are providing additional information about steps you can take to help protect yourself against fraud and identity theft, should you feel it appropriate to do so. If you have any questions, please reach out to our dedicated call center who can be reached at 1-844-593-8437, Monday – Friday, 8:00 AM to 8:00 PM (Eastern Time).

In general, we encourage individuals to remain vigilant in regularly reviewing and monitoring all account statements, explanation of benefits statements, and credit history to guard against any unauthorized transactions or activity. Under U.S. law, individuals 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](http://www.annualcreditreport.com) or call 1-877-322-8228.

Individuals have the right to place an initial or extended fraud alert on a credit file at no cost. If individuals are a victim of identity theft, they are entitled to an extended fraud alert lasting seven years. As an alternative to a fraud alert, they have the right to place a credit freeze on a credit report. The credit freeze is designed to prevent credit, loans, and services from being approved without consent. Pursuant to federal law, individuals cannot be charged to place or lift a credit freeze on your credit report.

Should you wish to place a fraud alert or credit freeze, please contact the three major credit reporting bureaus listed below:

**TransUnion**

1-800-680-7289

[www.transunion.com](http://www.transunion.com)

**Experian**

1-888-397-3742

[www.experian.com](http://www.experian.com)

**Equifax**

1-888-298-0045

[www.equifax.com](http://www.equifax.com)

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 credit reporting bureaus, the Federal Trade Commission (FTC), or your state Attorney General. 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](http://www.identitytheft.gov); 1-

877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261. Instances of known or suspected identity theft should also be reported to law enforcement, your state Attorney General, and the FTC.