

Notice of Data Security Incident

On or about September 6, 2025, NFI North Inc. detected a network security incident, in which an unauthorized third-party accessed our network environment. We take the privacy and security of information in its possession very seriously and sincerely apologizes for any inconvenience this incident may cause. This notice is intended to alert potentially impacted individuals of the incident, steps we are taking in response, and resources available to assist and protect individuals.

What Happened On July 6, 2026, we determined that personal information may have been impacted as the result of unauthorized access to our network environment. The incident was first detected on September 6, 2025. We quickly engaged third-party forensic specialists to assist with securing the network environment and investigating the extent of any unauthorized activity. Our investigation determined an unauthorized third party acquired certain individual personal information and protected health information during this incident.

With the assistance of third-party specialists, we began a comprehensive and time-intensive review of the systems subject to unauthorized access to identify potentially impacted individuals, associated types of data, and address information.

What Information Was Involved We found no evidence that any individual's information has been specifically misused. However, the following information was potentially exposed to an unauthorized third party: name, date of birth, address, Social Security number, driver's license number, financial account information, medial information and health insurance information. The information impacted varies per individual.

What We Are Doing Data security is one of our highest priorities. Upon detecting this incident, we moved quickly to initiate a response, which included conducting an investigation with the assistance of IT specialists and confirming the security of our network environment. We also reviewed and enhanced its technical safeguards to prevent a similar incident.

For More Information For individuals seeking more information or questions about this incident, please call 833-851-8878, Monday through Friday, 8:00 a.m. and 8:00 p.m. ET, excluding holidays.

We value the security of the personal data that it maintains, and understand the frustration, concern, and inconvenience that this incident may have caused. We look forward to continuing to provide high quality care to its community.