

# Open Arms Care Corporation Notifies Individuals of Data Security Incident

BRENTWOOD, TENNESSEE – June 9, 2026 – Open Arms Care Corporation (“OAC”) has learned of a data security incident that may have involved personal and/or protected health information for certain individuals. OAC has sent notification of this incident to potentially affected individuals and provided resources to assist them.

OAC experienced unusual activity involving an OAC email account in August 2025 and immediately started an investigation using independent experts to assist. OAC’s investigation revealed that some emails within its email tenant could have been accessed or acquired without authorization between June and August 2025. OAC then worked to determine whose information was potentially involved in the incident, which concluded on April 30, 2026. OAC subsequently worked to gather up-to-date contact information needed to issue notification letters and provide assistance to potentially affected individuals.

OAC provided notice of the incident to potentially affected individuals on June 9, 2026. In so doing, OAC provided information about the incident and about steps that potentially affected individuals can take to protect their information. OAC takes the security and privacy of individuals’ information very seriously and is taking steps to prevent a similar event from occurring in the future.

The potentially involved information may vary by individual, but may have included: names, Social Security numbers, medical diagnosis/treatment information, and/or health insurance information. In a small number of instances, financial account information may have also been involved. This incident was limited to information transmitted via email and did not involve other OAC information systems.

OAC has established a toll-free call center to answer questions about the incident and to address related concerns. Call center representatives are available Monday through Friday from 8:00 a.m. to 8:00 p.m. Central Time and can be reached at 1-833-788-9712.

The privacy and protection of personal and protected health information is a top priority for OAC, and we sincerely apologize for any worry or inconvenience that this incident may cause.

***OAC is providing the following information to help those wanting to know more about steps they can take to help protect themselves and their information:***

## **What steps can I take to protect my personal information?**

### **Review Your Account Statements and Notify Law Enforcement of Suspicious Activity:**

As a precautionary measure, we recommend that you remain vigilant by reviewing your account statements and credit reports closely. If you detect any suspicious activity on an account, you should promptly notify the financial institution or company with which the account is maintained. You also should promptly report any fraudulent activity or any suspected incidence of identity theft to proper law enforcement authorities, your state attorney general, and/or the Federal Trade Commission (the “FTC”).

**Copy of Credit Report:** You may obtain a free copy of your credit report from each of the three major credit reporting agencies once every 12 months by visiting [www.annualcreditreport.com/](http://www.annualcreditreport.com/), calling toll-free 1-877-322-8228, or by completing an Annual Credit Report Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348. You also can contact one of the following three national credit reporting agencies:

<b>Equifax</b>	<b>Experian</b>	<b>TransUnion</b>
P.O. Box 105851	P.O. Box 9532	P.O. Box 2000
Atlanta, GA 30348	Allen, TX 75013	Chester, PA 19016

1-800-525-6285

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

1-888-397-3742

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

1-833-799-5355

[www.transunion.com/get-credit-report](http://www.transunion.com/get-credit-report)

**Fraud Alert:** You may want to consider placing a fraud alert on your credit report. An initial fraud alert is free and will stay on your credit file for at least one year. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any accounts in your name. To place a fraud alert on your credit report, contact any of the three credit reporting agencies identified above. Additional information is available at [www.annualcreditreport.com](http://www.annualcreditreport.com). For TransUnion: [www.transunion.com/fraud-alerts](http://www.transunion.com/fraud-alerts).

**Security Freeze:** You have the right to put a security freeze on your credit file at no cost. A security freeze is designed to prevent potential creditors from accessing your credit report without your consent. As a result, using a security freeze may interfere with or delay your ability to obtain credit. You must separately place a security freeze on your credit file with each credit reporting agency. In order to place a security freeze, you may be required to provide the consumer reporting agency with information that identifies you including your full name, Social Security number, date of birth, current and previous addresses, a copy of your state-issued identification card, and a recent utility bill, bank statement or insurance statement. For TransUnion: [www.transunion.com/credit-freeze](http://www.transunion.com/credit-freeze).

**Additional Free Resources:** You can obtain information from the consumer reporting agencies, the FTC, or from your respective state Attorney General about fraud alerts, security freezes, and steps you can take toward preventing identity theft. You may report suspected identity theft to local law enforcement, including to the FTC or to the Attorney General in your state.

<p><b>Federal Trade Commission</b></p> <p>600 Pennsylvania Ave, NW Washington, DC 20580 <a href="http://consumer.ftc.gov">consumer.ftc.gov</a> 877-438-4338</p>	<p><b>Maryland Attorney General</b></p> <p>200 St. Paul Place Baltimore, MD 21202 <a href="http://www.marylandattorneygeneral.gov/Pages/CPD">www.marylandattorneygeneral.gov/Pages/CPD</a> 888-743-0023</p>	<p><b>Oregon Attorney General</b></p> <p>1162 Court St., NE Salem, OR 97301 <a href="http://www.doj.state.or.us/consumer-protection">www.doj.state.or.us/consumer-protection</a> 877-877-9392</p>
<p><b>California Attorney General</b></p> <p>1300 I Street Sacramento, CA 95814 <a href="http://www.oag.ca.gov/privacy">www.oag.ca.gov/privacy</a> 800-952-5225</p>	<p><b>New York Attorney General</b></p> <p>The Capitol Albany, NY 12224 800-771-7755 <a href="http://ag.ny.gov">ag.ny.gov</a></p>	<p><b>Rhode Island Attorney General</b></p> <p>150 South Main Street Providence, RI 02903 <a href="http://www.riag.ri.gov">www.riag.ri.gov</a> 401-274-4400</p>
<p><b>Iowa Attorney General</b></p> <p>1305 E. Walnut Street Des Moines, Iowa 50319 <a href="http://www.iowaattorneygeneral.gov">www.iowaattorneygeneral.gov</a> 888-777-4590</p>	<p><b>NY Bureau of Internet and Technology</b></p> <p>28 Liberty Street New York, NY 10005 <a href="http://www.dos.ny.gov/consumerprotection/">www.dos.ny.gov/consumerprotection/</a> 212.416.8433</p>	<p><b>Washington D.C. Attorney General</b></p> <p>400 S 6th Street, NW Washington, DC 20001 <a href="http://oag.dc.gov/consumer-protection">oag.dc.gov/consumer-protection</a> 202-442-9828</p>

---

**Kentucky Attorney  
General**

700 Capitol Avenue, Suite  
118

Frankfort, Kentucky 40601

[www.ag.ky.gov](http://www.ag.ky.gov)

502-696-5300

**NC Attorney General**

9001 Mail Service Center

Raleigh, NC 27699

[ncdoj.gov/protectingconsumers/](http://ncdoj.gov/protectingconsumers/)

877-566-7226

**You also have certain rights under the Fair Credit Reporting Act (FCRA):** These rights include to know what is in your file; to dispute incomplete or inaccurate information; to have consumer reporting agencies correct or delete inaccurate, incomplete, or unverifiable information; as well as other rights. For more information about the FCRA, and your rights pursuant to the FCRA, please visit [www.consumer.ftc.gov/sites/default/files/articles/pdf/pdf-0096-fair-credit-reporting-act.pdf](http://www.consumer.ftc.gov/sites/default/files/articles/pdf/pdf-0096-fair-credit-reporting-act.pdf).