

Provident Behavioral Health
c/o Return Processing Center:
555 Monster Rd SW | Renton, WA 98057

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



Via First-Class Mail

Re: Notice of Data Security Incident

Dear [REDACTED],

Provident Behavioral Health ("PBH") writes to inform you, as a former patient of Care and Counseling, of a recent data security incident that may have impacted the security of personal information you provided to Care and Counseling. Care and Counseling joined PBH in 2023, and PBH became the custodian of its patient files at that time. We are providing you with details about the incident, steps we are taking in response, and resources available to help you protect against the potential misuse of your information.

What Happened?

On April 3, 2026, we became aware of unauthorized activity on our computer systems. Upon becoming aware of this activity, we isolated the impacted systems and worked with our IT professionals and outside experts to secure and remediate these systems. We engaged a third-party cybersecurity firm to conduct a comprehensive forensic investigation to determine the nature and scope of the incident. The investigation revealed that data stored on the impacted systems may have been compromised and subject to unauthorized access.

Based on the findings from the investigation, we diligently reviewed the potentially impacted files to identify and catalog the types of information present within them and any individuals to whom the information related. We completed our review and finalized the list of individuals to notify on August 28, 2026.

What Information Was Involved?

Based on the investigation, the following personal information relating to you was present within data potentially at risk: [REDACTED]
[REDACTED] and Name.

What We Are Doing.

Data privacy and security is among our highest priorities, and we are committed to doing everything we can to protect the privacy and security of the personal information in our care. Since discovery of the incident, PBH has moved quickly to respond and secure the impacted platform, and verify the security of our internal systems. We are also implementing additional technical safeguards, enhanced security measures, and updated procedures to mitigate against the risk of future issues.

In response to the incident, we are also providing you with 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 12 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 to your credit file 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.

What You Can Do

We encourage you to remain vigilant against incidents of identity theft and fraud, to review your account statements, to monitor your credit reports for suspicious or unauthorized activity, and to report any suspicious activity promptly to your bank, credit card company, or other applicable institution. Please review the enclosed *Additional Resources to Help Protect Your Information*, to learn more about how to protect against the possibility of information misuse. Furthermore, you may also activate the credit monitoring services, according to the instructions provided below, which we are making available to you at no cost.

Credit Monitoring Enrollment Instructions

To enroll in Credit Monitoring services at no charge, please log on to [REDACTED] 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 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). The call center will be available for 90 days from the date of this letter. Please have this letter ready if you call.

We sincerely regret any concern or inconvenience this matter may cause, and remain dedicated to ensuring the privacy and security of all information in our control.

Sincerely,

Provident Behavioral Health

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