QuantumHealth®

<<Return to Kroll>>
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<<City, State ZIP>>

<<FIRST_NAME>> <<MIDDLE_NAME>> <<LAST_NAME>> <<SUFFIX>>
<<ADDRESS_1>>
<<ADDRESS_2>>
<<CITY>>, <<STATE_PROVINCE>> <<POSTAL_CODE>>
<<COUNTRY>>

SCAN TO ENROLL

<<Date>> (Format: Month Day, Year)

Dear <<first_name>> <<last_name>>:

Quantum Health, Inc. ("Quantum Health") is writing to notify you of a data security incident that involved some of your information. This notice explains the incident, measures we have taken since, and steps you may take in response.

What Happened?: On June 1, 2026, Quantum Health detected a service outage, which affected the availability of certain internal and external systems. Upon identifying the outage, we promptly secured and isolated our systems, while simultaneously launching an investigation with the support of third-party forensics experts. We immediately took measures to continue supporting customers and members while we completed our restoration efforts.

Our investigation determined that the service outage was related to unauthorized access to our IT network, resulting from a user responding to a vishing call on May 29, 2026. Between May 29, 2026 and June 1, 2026, the unauthorized party accessed and acquired files from certain Quantum Health systems.

On July 8, 2026, the investigation further determined that some of those files contain your information.

What Information Was Involved?: Quantum Health has determined that some of the files involved in the incident contained your name and one or more of the following: Social Security number, health insurance information (such as insurance policy number or claims/benefits information), health information (such as medical information, treatment information, diagnoses, prescriptions, provider names, and dates of service), and other personal information (such as date of birth, email, address, phone number, or demographic information).

What We Are Doing: We are contacting you to let you know this happened and assure you that we take this very seriously. To help prevent a similar occurrence in the future, we are enhancing our existing security protocols and implementing additional security measures. We are offering identity monitoring through Kroll at no cost to you for <<ServiceTerminMonths>> months. Your identity monitoring services include Credit Monitoring, Fraud Consultation, and Identity Theft Restoration.

Visit **Enroll.krollmonitoring.com/redeem** to activate and take advantage of your identity monitoring services.

You have until <<b2b_text_6 (activation deadline)> to activate your identity monitoring services.

Provide Your Activation Code: **<<b2b_text_ 5 (Activation Code)>>** and Your Verification ID: **<<b2b_text_4 (Verification ID)>>**

For more information about Kroll and your Identity Monitoring services, you can visit info.krollmonitoring.com.

Additional information describing your services is included with this letter.

What You Can Do: We encourage you to review the information enclosed with this letter, including instructions on how to activate your complimentary Identity Monitoring services membership.

For More Information: We apologize for any concern this may cause. If you have any questions about this incident, please call (844) 958-8913, Monday through Friday, between 9:00 a.m. and 6:30 p.m., Eastern Time, excluding major U.S. holidays.

Sincerely,

Quantum Health, Inc.