SUTHERLAND

P.O. Box 989728
West Sacramento, CA 95798-9728

<<First Name>> <<Last Name>>
<<Address1>>
<<Address2>>
<<City>>, <<State>> <<Zip>>
<<Country>>

Enrollment Code: <<ENROLLMENT>>
Enrollment Deadline: February 2, 2027
To Enroll, Scan the QR Code Below:

SCAN ME

Or Visit:
https://app.idx.us/account-creation/protect

November 2, 2026

Re: <<Variable Text 1: Header>>

Dear <<First Name>> <<Last Name>>,

Sutherland Healthcare Solutions ("Sutherland") provides business process services to organizations in the healthcare industry. We respect your privacy, and we are writing to let you know about an incident that occurred in the course of claims processing performed by Sutherland on behalf of your health insurance company.

What Happened

Sutherland recently became aware of access to claims-related information by an unauthorized individual who acted on behalf of a Sutherland employee at various points in time between July 29, 2024 and July 10, 2026. Sutherland promptly terminated the employee's access rights and launched an investigation. After notifying your health insurance company about the unauthorized access, we collaborated with them and worked diligently to determine the individuals and data involved for purposes of making appropriate notifications. That determination occurred on or about August 24, 2026.

What Information Was Involved

The information involved was contained in records accessible to the unauthorized worker in the performance of services described above. Those records include your name, address, gender, date of birth, health plan information and member ID, Social Security number, and health insurance claims data (such as healthcare providers, dates of service, and diagnosis, procedure, and treatment information). The records did not include any financial account numbers.

We have not uncovered any evidence or indication of actual or attempted misuse of your personal information. By all appearances, the unauthorized worker was not engaged in malicious activity and accessed only relevant information in the normal course of performing the tasks that the actual employee was supposed to do.

What We Are Doing

As part of Sutherland's response to this incident and its ongoing commitment to information security, we continue to review and, where appropriate, update our relevant processes and procedures. In addition, we are implementing additional technical and administrative measures to reduce the possibility of a similar incident in the future. We are also cooperating with law enforcement.

As an added precaution, we have secured the identity theft protection services of IDX to protect your identity and to help you address any concerns you may have about potential identity theft.

What You Can Do

Please see the enclosed "Information About Identity Theft Protection" for more information. You may also take advantage of the following identity monitoring services from IDX that we have obtained for you: credit and CyberScan monitoring, a $1,000,000 insurance reimbursement policy, and fully managed identity theft recovery services. These services are further described in the enclosed "Additional Product Information From IDX." To enroll and start monitoring your personal information and obtain insurance coverage, please follow the steps below:

- Visit https://app.idx.us/account-creation/protect to enroll,
- Call IDX to enroll: 1-866-200-0942. IDX representatives are available Monday through Friday from 9 am – 9 pm Central Time, excluding U.S. holidays, or
- Scan the QR image at the top of this letter to enroll.
- When you enroll, you will need to provide your Enrollment Code, found at the top of this letter.
- Enroll before your enrollment deadline, which is February 2, 2027.

For More Information

Please call 1-866-200-0942 for assistance or for any additional questions you may have. Representatives are available Monday through Friday from 9 am – 9 pm Eastern Time, excluding U.S. holidays.

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Please rest assured that Sutherland remains committed to protecting your personal information. We regret any inconvenience this may have caused.

Sincerely,



Karen J. Pugh
Sutherland Healthcare Solutions, Inc.
Vice President, Healthcare Compliance and Privacy

Encl.