



Return Mail Processing  
PO Box 999  
Suwanee, GA 30024



Reference Number: [REDACTED]  
Engagement Number: [REDACTED]  
September 22, 2025

**RE: Notice of Data Breach - Please read this entire letter.**

Dear Sample A. Sample:

We are writing to inform you of a data security incident involving Veradigm LLC (“Veradigm”), a health information technology company that provides software solutions to healthcare providers and practices, including your healthcare practice, [REDACTED]. We are reaching out to inform you that your personal data may have been involved in this incident and provide steps you may take to guard against identity theft and fraud, should you feel it is appropriate to do so.

**What Happened?** On July 1, 2025, Veradigm discovered that data belonging to some of its customers had been accessed by an unauthorized party. Veradigm promptly began an investigation with the assistance of top cybersecurity experts and worked to mitigate any impact from this access. We also notified law enforcement.

Veradigm learned that, following a data security incident targeting one of its other customers (not your healthcare practice), the unauthorized party used a credential obtained from that customer to access a Veradigm storage account. Using this credential, the attacker accessed the data stored in that account, which included some of your information. Although the incident occurred around December 15, 2024, Veradigm only became aware of it recently through a third party investigating the original data security incident involving the impacted customer. No other Veradigm systems or environments were affected, and [REDACTED] system was not affected.

At this time, Veradigm has no evidence that your information has been misused.

**What Information Was Involved?** The specific information impacted varies by individual but may include your name, contact details, date of birth, health records data (such as diagnoses, medications, test results, and treatments), health insurance information, payment details, and limited identifiers like your Social Security number or driver’s license number.

**What We Are Doing.** Veradigm takes privacy and security very seriously. It brought in cybersecurity experts to conduct a thorough review of the impacted storage account and allocated significant resources to help ensure that the solutions Veradigm provides to its customers are secure. Additionally, Veradigm has implemented new technical safeguards and other measures to further reduce the likelihood of a similar event in the future. Although Veradigm is unaware of any fraudulent use of your personal data, for your protection, it is nevertheless offering you access to *[12 or 24 (as applicable)] months of complimentary credit monitoring and identity protection services through Experian IdentityWorks<sup>SM</sup>*. These services are free to you but require that you activate your membership. Enrollment instructions are included in this letter.

**What You Can Do.** Veradigm encourages you to enroll in the free credit monitoring service. Veradigm also recommends that you regularly check your bank account and credit card statements and review your credit report. If you notice any suspicious activity, you should immediately contact your financial institution and/or credit card company or relevant credit agency.

**For More Information.** Veradigm sincerely regrets any inconvenience or concern this may cause. If you have any questions or concerns about this incident, or need help signing up for the Experian IdentityWorks<sup>SM</sup>, please call [REDACTED] toll-free Monday through Friday from 8 am to 8 pm Central Time (excluding major U.S. holidays). Please be prepared to provide your engagement number [REDACTED].

Sincerely,

Veradigm Privacy Office

ENC:

Attachment A: How to Activate Free Credit Monitoring

Attachment B: Additional Information on Protecting Your Information

Attachment C: Additional State Specific Information

## Attachment A: How to Activate Free Credit Monitoring

To help protect your identity, we are offering complimentary access to Experian IdentityWorks<sup>SM</sup> for [REDACTED] months.

If you believe there was fraudulent use of your information as a result of this incident and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent. If, after discussing your situation with an agent, it is determined that identity restoration support is needed then an Experian Identity Restoration agent is available to work with you to investigate and resolve each incident of fraud that occurred from the date of the incident (including, as appropriate, helping you with contacting credit grantors to dispute charges and close accounts; assisting you in placing a freeze on your credit file with the three major credit bureaus; and assisting you with contacting government agencies to help restore your identity to its proper condition).

Please note that Identity Restoration is available to you for [REDACTED] months from the date of this letter and does not require any action on your part at this time. The Terms and Conditions for this offer are located at [www.ExperianIDWorks.com/restoration](http://www.ExperianIDWorks.com/restoration).

While identity restoration assistance is immediately available to you, we also encourage you to activate the fraud detection tools available through Experian IdentityWorks as a complimentary [REDACTED]-month membership. This product provides you with superior identity detection and resolution of identity theft. To start monitoring your personal information, please follow the steps below:

- Ensure that you **enroll by** January 16, 2026 by 11:59 pm UTC (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/credit>
- Provide your **activation code**: ABCDEFGHI

If you have questions about the product, need assistance with Identity Restoration that arose as a result of this incident, or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team by January 16, 2026 at [REDACTED] Monday - Friday, 8 am - 8 pm Central Time (excluding major U.S. holidays). Be prepared to provide engagement number [REDACTED] as proof of eligibility for the Identity [REDACTED] Experian.

### ADDITIONAL DETAILS REGARDING YOUR [REDACTED]-MONTH EXPERIAN IDENTITYWORKS MEMBERSHIP

A credit card is not required for enrollment in Experian IdentityWorks. You can contact Experian immediately regarding any fraud issues, and have access to the following features once you enroll in Experian IdentityWorks:

- **Experian credit report at signup:** See what information is associated with your credit file. Daily credit reports are available for online members only.\*
- **Credit Monitoring:** Actively monitors Experian file for indicators of fraud.
- **Identity Restoration:** Identity Restoration specialists are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARE™:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **\$1 Million Identity Theft Insurance\*\*:** Provides coverage for certain costs and unauthorized electronic fund transfers.

\* Offline members will be eligible to call for additional reports quarterly after enrolling.

\*\* The Identity Theft Insurance is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

## **Attachment B: Additional Information on Protecting Your Information**

### **Monitor Your Accounts**

You may obtain a free copy of your credit report online at [www.annualcreditreport.com](http://www.annualcreditreport.com), by calling toll-free 1-877-322-8228, or by mailing an Annual Credit Report Request Form (available at [www.annualcreditreport.com](http://www.annualcreditreport.com)) to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281. You may also purchase a copy of your credit report by contacting one or more of the three national credit reporting agencies listed below.

#### **Equifax®**

P.O. Box 740241  
Atlanta, GA 30374-0241  
1-800-685-1111  
[www.equifax.com](http://www.equifax.com)

#### **Experian**

P.O. Box 9701  
Allen, TX 75013-9701  
1-888-397-3742  
[www.experian.com](http://www.experian.com)

#### **TransUnion®**

P.O. Box 1000  
Chester, PA 19016-1000  
1-800-888-4213  
[www.transunion.com](http://www.transunion.com)

When you receive your credit reports, review them carefully. Look for accounts or creditor inquiries that you did not initiate or do not recognize. Look for information, such as home address and Social Security number, that is not accurate. If you see anything you do not understand, call the credit reporting agency at the telephone number on the report.

### **Credit Freeze**

You have the right to put a security freeze, also known as a credit freeze, on your credit file, so that no new credit can be opened in your name without the use of a Personal Identification Number (PIN) that is issued to you when you initiate a freeze. A credit freeze is designed to prevent potential creditors from accessing your credit report without your consent. If you place a credit freeze, potential creditors and other third parties will not be able to access your credit report unless you temporarily lift the freeze. Therefore, using a credit freeze may delay your ability to obtain credit. Pursuant to federal law, you cannot be charged to place or lift a credit freeze on your credit report. Should you wish to place a credit freeze, please contact all three major consumer reporting agencies identified above.

You must separately place a credit freeze on your credit file at each credit reporting agency. The following information should be included when requesting a credit freeze: Full name, with middle initial and any suffixes; Social Security number; date of birth (month, day, and year); current address and previous addresses for the past five (5) years; proof of current address, such as a current utility bill or telephone bill; and other personal information as required by the applicable credit reporting agency. If you request a credit freeze online or by phone, the credit reporting agencies have one (1) business day after receiving your request to place a credit freeze on your credit file. If you request a lift of the credit freeze online or by phone, the credit reporting agency must lift the freeze within one (1) hour. If you request a credit freeze or lift of a credit freeze by mail, the credit reporting agency must place or lift the credit freeze no later than three (3) business days after getting your request.

### **Fraud Alerts**

You also have the right to place an initial or extended fraud alert on your credit file at no cost. An initial fraud alert lasts one (1) year. Upon seeing a fraud alert display on a consumer's credit file, a business is required to take steps to verify the consumer's identity before extending new credit. If you are a victim of identity theft, you are entitled to an extended fraud alert, which lasts seven (7) years. Should you wish to place a fraud alert, please contact any one of the major consumer reporting agencies listed above. The agency you contact will then contact the other two credit agencies.



### Attachment C: Additional State Specific Information

You can further educate yourself regarding identity theft and the steps you can take to protect yourself, by contacting your state Attorney General or the Federal Trade Commission. Instances of known or suspected identity theft should be reported to law enforcement, your Attorney General, and the FTC. **The Federal Trade Commission:** 600 Pennsylvania Avenue, NW Washington, DC 20580. 1-877-ID-THEFT (1-877-438-4338); TTY: 1-866-653-4261; and [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft).

#### **For residents of the District of Columbia, Iowa, Maryland, New York, North Carolina, Oregon and Rhode Island**

You may contact your Attorney General for additional information about avoiding identity theft. If you are a Rhode Island resident, you may also file a police report by contacting local or state law enforcement agencies.

You may use the following information to contact your attorney general:

| <b>District of Columbia</b>                                                                                                                                                           | <b>Iowa</b>                                                                                                                                                                                                                             | <b>Maryland</b>                                                                                                                                                                                                             | <b>Oregon</b>                                                                                                                                                                                    |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Office of the Attorney General<br>Office of Consumer Protection<br>400 6th Street, NW<br>Washington, DC 20001<br>(202) 442-9828<br><a href="http://www.oag.dc.gov">www.oag.dc.gov</a> | Office of the Iowa Attorney General<br>Hoover State Office Building<br>1305 E. Walnut Street Des Moines, IA 50319<br>(515) 281-5926 /<br>(888) 777-4590<br><a href="http://www.iowaattorneygeneral.gov">www.iowaattorneygeneral.gov</a> | Maryland Office of the Attorney General Consumer Protection Division<br>200 St. Paul Place<br>Baltimore, MD 21202<br>(410) 528-8662<br><a href="http://www.marylandattorneygeneral.gov">www.marylandattorneygeneral.gov</a> | Oregon Department of Justice<br>1162 Court Street NE Salem, OR 97301-4096<br>(877) 877-9392<br><a href="http://www.doj.state.or.us">www.doj.state.or.us</a>                                      |
| <b>New York</b>                                                                                                                                                                       | <b>New York</b>                                                                                                                                                                                                                         | <b>North Carolina</b>                                                                                                                                                                                                       | <b>Rhode Island</b>                                                                                                                                                                              |
| New York Attorney General Consumer Frauds & Protection Bureau 120 Broadway, 3rd Floor<br>New York, NY 10271 (800) 771-7755<br><a href="http://www.ag.ny.gov">www.ag.ny.gov</a>        | New York Department of State Division of Consumer Protection<br>99 Washington Avenue Suite 650<br>Albany, New York 12231<br>(800) 697-1220<br><a href="http://www.dos.ny.gov">www.dos.ny.gov</a>                                        | North Carolina Department of Justice<br>9001 Mail Service Center<br>Raleigh, NC 27699-9001<br>(919) 716-6000<br><a href="http://www.ncdoj.gov">www.ncdoj.gov</a>                                                            | Rhode Island Office of the Attorney General Consumer Protection Division 150 South Main Street<br>Providence, RI 02903<br>(401) 274-4400<br><a href="http://www.riag.ri.gov">www.riag.ri.gov</a> |

**For residents of Massachusetts:** Under Massachusetts law, you have the right to obtain any police report filed in connection with the incident. If you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it.

**For residents of New Mexico:** You have rights under the federal Fair Credit Reporting Act (FCRA). These include, among others, the right to know what is in your file; to dispute incomplete or inaccurate information; and to have consumer reporting agencies correct or delete inaccurate, incomplete, or unverifiable information. For more information about the FCRA, please visit [https://files.consumerfinance.gov/f/201504\\_cfpb\\_summary\\_your-rights-under-fcra.pdf](https://files.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf) or [www.ftc.gov](http://www.ftc.gov).