



[REDACTED]  
[REDACTED]

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

[REDACTED]

[REDACTED]

Dear [REDACTED]

The privacy and security of the personal information entrusted to us is of the utmost importance to Rural Health Services ("RHS"). We are writing to provide you with information regarding a recent cybersecurity incident that potentially involved some of your personal information. As such, we wanted to provide you with information about the incident, explain the services we are making available to you, and let you know that we continue to take significant measures to protect your personal information.

#### What Happened?

Rural Health Services recently became aware of unauthorized access to our network environment.

#### What We Are Doing

As soon as we became aware of the issue, we launched an investigation, contained and secured the network, eradicated the threat and alerted law enforcement. As part of the investigation, we have been working very closely with third-party cybersecurity professionals experienced in handling these types of incidents. The investigation aimed to determine the nature and scope of the incident and whether any sensitive data, including personal and/or health information, was accessed and/or acquired by the unauthorized party.

After a thorough and detailed forensic investigation, we determined the unauthorized actor accessed our network between January 15, 2025, to February 13, 2025, and, as a result, may have accessed and removed certain files from our network environment. Upon learning this, we promptly conducted an extensive and comprehensive review of the impacted files and, on April 22, 2025, we discovered that certain files containing your personal information may have been accessed and/or acquired by the unauthorized party.

#### What Information Was Involved?

The data involved contained some of your personal information, including your full name and [REDACTED].

#### What You Can Do

**To date, we are not aware of any reports of identity fraud or identity theft as a direct result of this incident.** Nevertheless, out of an abundance of caution, we want to make you aware of the incident. To protect you from potential misuse of your information, we are offering a complimentary [REDACTED] month membership of credit monitoring through Privacy Solutions Monitoring Services. For more information on

identity theft prevention and the credit-monitoring product being offered to you, including instructions on how to activate your complimentary [REDACTED] month membership, please see the additional information provided in this letter.

This letter also provides precautionary measures you can take to protect your personal information, including placing a Fraud Alert and/or Security Freeze on your credit files, and/or obtaining a free credit report. Additionally, you should always remain vigilant in reviewing your financial account statements and credit reports for fraudulent or irregular activity on a regular basis. To the extent that it is helpful, we are also suggesting steps you can take to protect your medical information. For more information and instructions on how to activate your complimentary Privacy Solutions Monitoring membership, please review the "Other Important Information" section.

For More Information

RHS values your privacy and deeply regrets that this incident has occurred. We are committed to maintaining the privacy of personal information in our possession and have taken many precautions to safeguard it. We continually evaluate and modify our practices and internal controls to enhance the security and privacy of your personal information. Since detecting the incident, we have reviewed and revised our information security practices and implemented additional security measures to mitigate the chance of a similar event in the future.

**If you have any further questions regarding this incident, please call our dedicated and confidential toll-free response line that we have established to respond to questions surrounding the incident at [REDACTED]**

This response line is staffed with professionals familiar with this incident and knowledgeable on what you can do to protect against misuse of your information. The response line is available Monday through Friday, 8:00 a.m. to 5:00 p.m. Central Time, excluding holidays.

Sincerely,

Rural Health Services  
1000 Clyburn Pl,  
Aiken, SC 29801

## **OTHER IMPORTANT INFORMATION**

### **1. Enrolling in Complimentary [REDACTED] month Credit Monitoring.**

To enroll in the credit monitoring services at no charge, please visit [REDACTED] and enter the following activation code, [REDACTED] to activate your membership and start monitoring your personal information. Please note the deadline to enroll is [REDACTED]. Privacy Solutions provides credit monitoring through Equifax, credit report and score access, \$1 million identity theft insurance with \$0 deductible, Identity Restoration services, and dark web monitoring.

### **2. Placing a Fraud Alert on Your Credit File.**

We recommend that you place an initial one-year "Fraud Alert" on your credit files, at no charge. A fraud alert tells creditors to contact you personally before they open any new accounts. To place a fraud alert, call any one of the three major credit bureaus at the numbers listed below. As soon as one credit bureau confirms your fraud alert, they will notify the others.

**Equifax**  
P.O. Box 105069  
Atlanta, GA 30348  
[www.equifax.com](http://www.equifax.com)  
1-800-525-6285

**Experian**  
P.O. Box 2002  
Allen, TX 75013  
[www.experian.com](http://www.experian.com)  
1-888-397-3742

**TransUnion LLC**  
P.O. Box 2000  
Chester, PA 19016  
[www.transunion.com](http://www.transunion.com)  
1-800-680-7289

### **3. Placing a Security Freeze on Your Credit File.**

If you are very concerned about becoming a victim of fraud or identity theft, you may request a "Security Freeze" be placed on your credit file, at no charge. A security freeze prohibits, with certain specific exceptions, the consumer reporting agencies from releasing your credit report or any information from it without your express authorization. You may place a security freeze on your credit report by contacting all three nationwide credit reporting companies at the numbers below and following the stated directions or by sending a request in writing, by mail, to all three credit reporting companies:

**Equifax Security Freeze**  
P.O. Box 105788  
Atlanta, GA 30348  
<https://www.freeze.equifax.com>  
1-800-349-9960

**Experian Security Freeze**  
P.O. Box 9554  
Allen, TX 75013  
<http://experian.com/freeze>  
1-888-397-3742

**TransUnion Security Freeze**  
P.O. Box 2000  
Chester, PA 19016  
<http://www.transunion.com/securityfreeze>  
1-888-909-8872

In order to place the security freeze, you'll need to supply your name, address, date of birth, Social Security number and other personal information. After receiving your freeze request, each credit reporting company will send you a confirmation letter containing a unique PIN (personal identification number) or password. Keep the PIN or password in a safe place. You will need it if you choose to lift the freeze.

If you do place a security freeze *prior* to enrolling in any credit monitoring service, you will need to remove the freeze in order to sign up for the credit monitoring service. After you sign up for the credit monitoring service, you may refreeze your credit file.

### **4. Obtaining a Free Credit Report.**

Under federal law, you are entitled to one free credit report every 12 months from each of the above three major nationwide credit reporting companies. Call 1-877-322-8228 or request your free credit reports online at [www.annualcreditreport.com](http://www.annualcreditreport.com). Once you receive your credit reports, review them for discrepancies. Identify any accounts you did not open or inquiries from creditors that you did not authorize. Verify all information is correct. If you have questions or notice incorrect information, contact the credit reporting company.

## **5. Protecting Your Health Information.**

As a general matter the following practices can help to protect you from medical identity theft.

- Only share your health insurance cards with your health care providers and other family members who are covered under your insurance plan or who help you with your medical care.
- Review your “explanation of benefits” statement which you receive from your health insurance company. Follow up with your insurance company or the care provider for any items you do not recognize. If necessary, contact the care provider on the explanation of benefits statement and ask for copies of medical records from the date of the potential disclosure (noted above) to current date.
- Ask your insurance company for a current year-to-date report of all services paid for you as a beneficiary. Follow up with your insurance company or care provider for any items you do not recognize.

## **6. Additional Helpful Resources.**

Even if you do not find any suspicious activity on your initial credit reports, the Federal Trade Commission (FTC) recommends that you check your credit reports periodically. Checking your credit report periodically can help you spot problems and address them quickly.

If you find suspicious activity on your credit reports or have reason to believe your information is being misused, call your local law enforcement agency and file a police report. Be sure to obtain a copy of the police report, as many creditors will want the information it contains to absolve you of the fraudulent debts. You may also file a complaint with the FTC by contacting them on the web at [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft), by phone at 1-877-IDTHEFT (1-877-438-4338), or by mail at Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580. Your complaint will be added to the FTC’s Identity Theft Data Clearinghouse, where it will be accessible to law enforcement for their investigations. In addition, you may obtain information from the FTC about fraud alerts and security freezes.

If your personal information has been used to file a false tax return, to open an account or to attempt to open an account in your name or to commit fraud or other crimes against you, you may file a police report in the City in which you currently reside.