

## **STATEMENT**

For Immediate Release:

### **WYNDEMERE SENIOR CARE, LLC PROVIDES NOTICE OF SECURITY INCIDENT**

**Chicago, Illinois, November 6, 2023** – Wyndemere Senior Care, LLC (“WSC”) is providing notice of an event that may affect the privacy of certain individuals’ information. WSC takes this incident very seriously and is providing information about the incident, our response to it, and resources available to individuals to help protect their information, should they feel it appropriate to do so.

**What Happened?** On September 8, 2023, WSC discovered suspicious activity related to some of its computer systems. WSC immediately launched an investigation, with the assistance of third-party forensic specialists, to determine the nature and scope of the activity. The investigation determined that certain computer systems were subject to unauthorized access between September 1, 2023 and September 8, 2023. WSC began reviewing the contents of the affected systems to determine what, if any, sensitive information was contained within the systems in question. WSC has worked diligently to identify the individuals who may be impacted, the types of information at issue, and the contact information for those who may be impacted. On or about October 24, 2023, WSC determined that certain information related to certain individuals may have been impacted.

**What Information Was Involved?** The information that was impacted varies by individual but may include name, Social Security number, date of birth, driver's license number or state ID card, credit or debit card number, financial account number, medical information, including but not limited to treatment and diagnosis information, and health insurance information. While WSC has found no indication that identity theft or unauthorized use of the affected information has occurred.

**What WSC is Doing.** WSC takes this event and the security of personal information in our care very seriously. Upon learning of this event, we moved quickly to investigate and respond to the event and notify potentially affected individuals. As part of WSC’s ongoing commitment to the security of information, we are reviewing and enhancing our existing policies and procedures related to data privacy to reduce the likelihood of a similar future event. WSC is notifying impacted individuals for whom a valid mailing address is available via U.S. mail and offering them credit monitoring and identity protection services. WSC is also notifying applicable regulators.

**How Will Individuals Know If They Are Affected By This Incident?** WSC is mailing a notice letter to individuals whose information was determined to be in the affected files for whom we have a valid mailing address. If an individual does not receive a letter but would like to know if they are affected, they may call our dedicated assistance line, detailed below.

**Whom Should Individuals Contact For More Information?** If individuals have questions or would like additional information, they may call WSC’s dedicated assistance line at 833-804-0852 between the hours of 9:00 a.m. to 11:00 p.m. EST time, Monday through Friday. This excludes all major U.S. holidays. Please be prepared to reference engagement number B108081.

We encourage individuals to remain vigilant against incidents of identity theft and fraud by reviewing account statements, explanation of benefits forms, and monitoring free credit reports for suspicious activity and to detect errors. Under U.S. law, individuals are entitled to one free credit report annually from each of the three major credit reporting bureaus. To order a free credit report, visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call, toll-free, 1-877-322-8228. Individuals may also contact the three major credit bureaus directly to request a free copy of their credit report, place a fraud alert, or a security freeze. Contact information for the credit bureaus is below:

Consumers have the right to place an initial or extended “fraud alert” on a credit file at no cost. An initial fraud alert is a 1-year alert that is placed on a consumer’s credit file. 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. Victims of identity theft are entitled to an extended fraud alert, which is a fraud alert lasting seven years. Individuals who wish to place a fraud alert, please contact any one of the three major credit reporting bureaus listed below.

As an alternative to a fraud alert, consumers have the right to place a “credit freeze” on a credit report, which will prohibit a credit bureau from releasing information in the credit report without the consumer’s express authorization. The credit

freeze is designed to prevent credit, loans, and services from being approved in your name without your consent. Using a credit freeze to take control over who gets access to the personal and financial information in a credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application made regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, individuals cannot be charged to place or lift a credit freeze on their credit report. To request a security freeze, individuals may need to provide the following information, depending on whether the request is made online, by phone, or by mail:

1. Full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security number;
3. Date of birth;
4. Addresses for the prior two to five years;
5. Proof of current address, such as a current utility bill or telephone bill;
6. A legible photocopy of a government-issued identification card (state driver's license or ID card, etc.); and
7. A copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft if you are a victim of identity theft.

Should someone wish to place a fraud alert or a credit freeze, please contact the three major credit reporting bureaus listed below:

<b>Equifax</b>	<b>Experian</b>	<b>TransUnion</b>
<a href="https://www.equifax.com/personal/credit-report-services/">https://www.equifax.com/personal/credit-report-services/</a>	<a href="https://www.experian.com/help/">https://www.experian.com/help/</a>	<a href="https://www.transunion.com/credit-help">https://www.transunion.com/credit-help</a>
1-888-298-0045	1-888-397-3742	1-800-916-8800
Equifax Fraud Alert, P.O. Box 105069 Atlanta, GA 30348-5069	Experian Fraud Alert, P.O. Box 9554, Allen, TX 75013	TransUnion Fraud Alert, P.O. Box 2000, Chester, PA 19016
Equifax Credit Freeze, P.O. Box 105788 Atlanta, GA 30348-5788	Experian Credit Freeze, P.O. Box 9554, Allen, TX 75013	TransUnion Credit Freeze, P.O. Box 160, Woodlyn, PA 19094

**Additional Information**

You may further educate yourself regarding identity theft, fraud alerts, credit freezes, and the steps you can take to protect your personal information by contacting the consumer reporting bureaus, the Federal Trade Commission, or your state Attorney General. The Federal Trade Commission may be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580; [www.identitytheft.gov](http://www.identitytheft.gov); 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. You can obtain further information on how to file such a complaint by way of the contact information listed above. You have the right to file a police report if you ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, you will likely need to provide some proof that you have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement and your state Attorney General. This notice has not been delayed by law enforcement.

*For Maryland residents*, the Maryland Attorney General may be contacted at: 200 St. Paul Place, 16th Floor, Baltimore, MD 21202; 1-410-528-8662 or 1-888-743-0023; and <https://www.marylandattorneygeneral.gov/>.