



## Notice of Data Security Incident

**West Palm Beach, Florida – [November 17, 2022]** – FoundCare, Inc. (“FoundCare”) experienced a data security incident that may involve the personal and protected health information of some individuals it serves. FoundCare takes the privacy and security of information in its possession very seriously and sincerely apologizes for any inconvenience this incident may cause. This notice is intended to alert potentially impacted individuals of the incident, steps we are taking in response, and resources available to assist and protect individuals.

**What Happened:** On or around September 2, 2022, FoundCare noticed suspicious activity in its email environment. In response, FoundCare engaged cybersecurity experts to conduct a thorough forensics investigation to determine the nature and scope of the suspicious activity. The investigation, which concluded on October 13, 2022, revealed that an unauthorized party gained access to a limited number of FoundCare email accounts and may have viewed personal data stored in those limited email accounts.

Based on these findings, FoundCare performed a review of all files and emails in the compromised email accounts to identify the specific individuals and the types of information that may have been compromised. On October 18, 2022, FoundCare determined the incident involved personal and protected health information.

Since then, FoundCare worked to identify the specific individuals impacted by the underlying incident in order to provide sufficient notice. FoundCare has no reason to believe that any individual’s information has been misused as a result of this event.

**What Information Was Involved:** While we have no reason to believe that information has been misused as a result of this incident, we are notifying individuals for purposes of full transparency. The types of information present in the limited number of compromised email accounts varied with each individual. Based on the investigation, the unauthorized party may have had access to: first and last name, address, email address, credit card number, social security numbers, date of birth, passport number, other unique identification number issued on a government document used to verify identity; medical condition, medical treatment; medical diagnosis; health insurance policy number; subscriber identification number; health plan beneficiary numbers; unique identifier used by FoundCare to identify the individual. The vast majority of individuals only had limited medical information impacted.

**What We Are Doing:** The security and privacy of individual’s information contained within FoundCare’s systems is a top priority, and FoundCare is taking additional measures to protect this information. Since the incident, FoundCare has continued to strengthen its security posture by adding the following security controls: Turning on Multi Factor Authentication (“MFA”) for all users of FoundCare.org; blocking all basic authentication methods for FoundCare.org users; turned on Outlook security feature which provides message stating: “You don’t often get email from XXXX” when receiving an email from a new address; reviewed all firewalls to ensure no unregulated access; continuous phishing awareness training to all staff.

In light of the incident, FoundCare is also offering complimentary credit monitoring and identity theft protection services to the potentially affected individuals. Notification letters will be sent to those impacted individuals with the information to enroll in the credit monitoring services. FoundCare strongly encourages all identified individuals to register for this free service.

**What You Can Do:** FoundCare encourages all individuals to remain vigilant against incidents of identity theft and fraud, to review their account statements, and to monitor their credit reports for suspicious or

unauthorized activity. Additionally, individuals should contact their financial institution and all major credit bureaus to inform them of the incident and then take whatever steps are recommended by these institutions, which may include placing of a fraud alert on the individual's account.

**For More Information:** For individuals seeking more information or questions about this incident, please call FoundCare's dedicated toll-free helpline at 1-833-520-2046 between the hours of 8:00 am to 8:00 pm Eastern Time, Monday through Friday.

Once again, FoundCare sincerely apologizes for any inconvenience this incident may cause, and remains dedicated to ensuring the privacy and security of all information in our control.

Sincerely,

FoundCare, Inc.