

December 5, 2023

Subject: Notice of Data Breach

Dear Recipient,

Senior Flexonics Pathway, a division of Senior Operations LLC ("Senior"), is writing to inform you of a data security incident that may have resulted in unauthorized access to your personal information. We are providing you with details about the incident, steps we are taking in response, and resources available to help you protect against the potential misuse of your information. Please be assured that Senior takes the protection and proper use of your personal information very seriously.

What Happened?

On November 5, 2023, Senior discovered that its computer system at Senior Flexonics Pathway in Texas and Maine had been compromised by a cyber-attack. Immediately upon becoming aware of the incident, we launched an investigation, engaged specialist support services, and implemented incident response plans, including shutting down affected systems to contain the incident. Actions are currently underway with leading cyber security experts to remediate and restore systems. The accessed information has been released and returned to Senior by the attackers and the attack fully contained. Currently, we do not believe there is a high or likely risk of your personal information being misused.

What Information was Involved?

The accessed personal information may include your name, address, Social Security Number (for you and your 401k/HSA designated beneficiaries), date of birth, previously submitted medical information, and banking information related to direct deposit. Currently, we do not believe that any individual's personal information will be misused.

What We Are Doing:

After detecting the intrusion, Senior quickly initiated preventative measures to restrict additional data loss and contain the incident. We are implementing additional robust safeguards to enhance data security and protect against criminal activity in the future.

In addition, we are providing you with the option of identity and/or credit monitoring protection services through a third-party provider for one (1) year at no cost to you. Current employees will receive more information soon. For former employees/workers, please contact Kay Kidd, Director of Human Resources, at kkidd@sfpoway.com or 830.629.8080 **no later than March 1, 2024**, to request and activate your identity monitoring services.

What You Can Do:

We encourage you to enroll in the free identity protection services Senior is offering. We also encourage you to periodically check your credit reports to ensure that no fraudulent activity has occurred. Even if there are no signs of fraud on these reports, we recommend that you remain vigilant, continue to check

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these credit reports and your account statements periodically, and report anything suspicious to law enforcement.

Please read further below to review recommendations from the Federal Trade Commission regarding identity theft protection and details on how to place a fraud alert and/or security freeze on your credit file.

At this time, Senior has no evidence that your information has been misused. However, we encourage you to take full advantage of all available services.

For More Information

Keeping your personal information secure is of the utmost importance to Senior. We sincerely regret any concern or inconvenience this event may cause you. Should you have any questions regarding this letter, please contact Kay Kidd, Director of Human Resources, at kkidd@sflexonics.com or 830.629.8080.

Thank you for your time and attention to this important matter.

Sincerely,



Dorian Shillingford
Vice President, General Manager
Senior Flexonics Pathway

Recommended Steps to Help Protect Your Information

- 1. Website and Enrollment.** Please follow the instructions in the letter sent to you directly by our third-party identity protection provider.
- 2. Activate the credit monitoring** provided as part of your identity protection membership. The monitoring included in the membership must be activated to be effective.
- 3. Review your credit reports.** We recommend that you remain vigilant by reviewing account statements and monitoring credit reports. Under federal law, you also are entitled every 12 months to one free copy of your credit report from each of the three major credit reporting companies. To obtain a free annual credit report, go to www.annualcreditreport.com or call 1-877-322-8228. You may wish to stagger your requests so that you receive a free report by one of the three credit bureaus every four months.

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You should also know that you have the right to file a police report if you ever experience identity fraud. Please note that in order to file a crime report or incident report with law enforcement for identity theft, you will likely need to provide some kind of proof that you have been a victim. A police report is often required to dispute fraudulent items. You can report suspected incidents of identity theft to local law enforcement or to the Attorney General.

4. Place Fraud Alerts with the three credit bureaus. If you choose to place a fraud alert, we recommend you do this after activating your credit monitoring. You can place a fraud alert at one of the three major credit bureaus by phone and also via Experian's or Equifax's website. A fraud alert tells creditors to follow certain procedures, including contacting you, before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit. The contact information for all three bureaus is as follows:

Credit Bureaus

Equifax Fraud Reporting
1-866-349-5191
P.O. Box 105069
Atlanta, GA 30348-5069
www.equifax.com

Experian Fraud Reporting
1-888-397-3742
P.O. Box 9554
Allen, TX 75013
www.experian.com

TransUnion Fraud Reporting
1-800-680-7289
P.O. Box 2000
Chester, PA 19022-2000
www.transunion.com

It is necessary to contact only ONE of these bureaus and use only ONE of these methods. As soon as one of the three bureaus confirms your fraud alert, the others are notified to place alerts on their records as well. You will receive confirmation letters in the mail and will then be able to order all three credit reports, free of charge, for your review. An initial fraud alert will last for one year.

Please Note: No one is allowed to place a fraud alert on your credit report except you.

5. Security Freeze. By placing a security freeze, someone who fraudulently acquires your personal identifying information will not be able to use that information to open new accounts or borrow money in your name. You will need to contact the three national credit reporting bureaus listed above to place the freeze. Keep in mind that when you place the freeze, you will not be able to borrow money, obtain instant credit, or get a new credit card until you temporarily lift or permanently remove the freeze. There is no cost to freeze or unfreeze your credit files.

6. You can obtain additional information about the steps you can take to avoid identity theft from the Federal Trade Commission. The Federal Trade Commission encourages those who discover that their information has been misused to file a complaint with them. For all US Residents: Identity Theft Clearinghouse, Federal Trade Commission, 600 Pennsylvania Avenue, NW Washington, DC 20580, www.consumer.gov/idtheft, 1-877-IDTHEFT (438-4338), TTY: 1-866-653-4261.

