

Notice of Data Incident

January 9, 2026

On November 2, 2025, AllerVie Health discovered unusual activity within our network and immediately began an investigation. The investigation determined a limited amount of information was subject to unauthorized access between October 24, 2025 and November 3, 2025. Therefore, we conducted a comprehensive review of the information to determine the types of information potentially affected and to whom it is related. On November 24, 2025, we completed our review.

The types of information contained within the *potentially* affected data *may include* patient's name and one or more of the following: address, phone number, email, Social Security number, driver's license/state ID number, date of birth, treatment/diagnosis information, prescription information, provider name, MRN/patient ID, Medicaid/Medicare number, health insurance information, and/or treatment cost information.

In response, we reset passwords, notified law enforcement, conducted a thorough investigation, and reviewed our policies and procedures related to data protection. In an abundance of caution, we are also providing potentially affected individuals with access to complimentary credit monitoring and identity protection services. If you have questions about this incident or would like to enroll in these services, you may contact our dedicated call center at 1-833-877-1419, Monday through Friday, between 8 am to 8 pm ET, excluding major U.S. holidays. You may also write to us at 2500 Legacy Drive, Suite 100, Frisco, TX 75034, ATTN: Privacy Officer.

In general, we encourage potentially affected individuals to remain vigilant against incidents of identity theft and fraud by regularly reviewing credit reports, account statements, and explanation of benefits forms 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, TransUnion, Experian, and Equifax. To order your free credit report, visit www.annualcreditreport.com or call 1-877-322-8228.

Individuals have the right to place an initial or extended fraud alert on their credit file at no cost. If individuals are victims of identity theft, they are entitled to an extended fraud alert lasting seven years. As an alternative to a fraud alert, they have the right to place a credit freeze on their credit report. The credit freeze is designed to prevent credit, loans, and services from being approved without consent. Pursuant to federal law, individuals cannot be charged to place or lift a credit freeze on their credit report.

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

TransUnion

1-800-680-7289

www.transunion.com

Experian

1-888-397-3742

www.experian.com

Equifax

1-888-298-0045

www.equifax.com

Individuals can further educate themselves regarding identity theft, fraud alerts, credit freezes, and the steps to protect their personal information by contacting the credit reporting bureaus, the Federal Trade Commission ("FTC"), or their state Attorney General. The FTC also encourages those who discover that their information has been misused to file a complaint with them. The FTC may be reached at 600 Pennsylvania Ave. NW, Washington, D.C. 20580; www.identitytheft.gov; 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261. Instances of known or suspected identity theft should also be reported to law enforcement, the state Attorney General, and the FTC.