

Notice of Data Incident
November 5, 2024

On August 26, 2024, Liberty Endo, LLC identified unusual activity in an email account. We immediately began working with third-party specialists to conduct an investigation. Our investigation determined there was unauthorized access to the account between July 3, 2024, and August 26, 2024. Therefore, we conducted a comprehensive review of the account and completed our initial review on October 25, 2024. The type of information varies by individual but may include name and one or more of the following: address, phone number, email, date of birth, patient ID number, medical records number, Medicare/ Medicaid ID number, health insurance plan/policy number, treatment cost, diagnosis/treatment information, dates of service, healthcare provider name.

In response to this incident, we reset account passwords and reviewed our policies and procedures. Through our investigation we have reset account passwords and reviewed our policies and procedures relating to this incident. We are also providing potentially affected individuals access to credit monitoring and identity protection services as an added precaution. If you have questions about this incident or would like to enroll in the credit monitoring and identity protection services, please call our assistance line at 833-799-6625, Monday through Friday, 8:00am – 8:00pm (ET). You may also write to us at 156 William St., 4th Floor, New York, NY 10038.

In general, we encourage potentially affected individuals to remain vigilant against incidents of identity theft and fraud by 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 a credit file at no cost. If individuals are a victim 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 a 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 your 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.