

## **Internal Communication**

Team,

We thank you for your patience as we addressed the recent cybersecurity incident that impacted our network. Upon learning of this issue, Southwest Healthcare Services secured the network and commenced a prompt and thorough investigation in consultation with outside cybersecurity professionals who regularly investigate and analyze these types of situations. After an extensive investigation and manual document review, Southwest discovered on January 31, 2023, that some personal information was contained in files that were accessed and/or acquired between October 28-29, 2022.

### **We have no evidence that any personal information has been or will be misused for identity theft.**

We are providing written notification of this incident (via U.S. Mail) to patients whose information may have been involved, commencing on March 31, 2023, to the extent we had their last known home address. Additionally, we have published a notice of this incident on our website and to local media outlets. Each letter will provide an accurate representation of what information may have been involved. For those patients whose Social Security numbers were involved, a complimentary credit monitoring membership is being offered. We believe that it is appropriate to provide this notification internally for your awareness. For individuals who have questions or need additional information regarding this incident, or to determine if they are impacted, Southwest has established a dedicated toll-free response line at **1-888-820-4621**. The response line is available Monday through Friday, 8 am to 8 pm Central Time. Furthermore, we ask that if you receive any questions or inquiry regarding this incident, please direct all calls to this dedicated toll-free response line.

At Southwest, protecting the privacy of personal information is a top priority. Southwest is committed to maintaining the privacy of personal information in its possession and has taken many precautions to safeguard it. Southwest continually evaluates and modifies its practices to enhance the security and privacy of the personal information it maintains. We appreciate your continued cooperation.

Sincerely,

Southwest Healthcare Services