

Notification of Data Security Event

At Waveny LifeCare Network, Inc. (“Waveny”), the privacy and security of personal information is a top priority. We are providing this notice to inform individuals of a recent data security event so that those who may be affected can take appropriate steps to protect their information.

On or around May 28, 2025, Waveny experienced a disruption to our network systems. We took immediate internal action, notified law enforcement, and engaged leading cybersecurity experts to investigate. While the investigation remains ongoing, we have determined that an unauthorized party accessed certain data during this event.

We are actively reviewing the scope of the information involved. At this time, we have confirmed that a limited amount of information may have been affected. The types of information impacted may include individual’s first and last names in combination with address, date of birth, admission date, discharge date, date of death, telephone number, email address, Social Security number, medical record number, patient account number, facial photographic images, laboratory test results, medical imaging results, driver’s license number, electronic health records, health insurance account or policy number, payment information, Medicare or Medicaid information, and/or financial account number.

Waveny has established a dedicated assistance line to answer questions about the event and to address related concerns. The number for the dedicated assistance line is (833) 353-3395 and representatives can be reached Monday through Friday, from 9:00 a.m. Eastern until 9:00 p.m. Eastern (excluding major U.S. holidays). You may also contact us by writing to 3 Farm Rd., New Canaan, CT 06840.

In response to this incident, Waveny has already taken additional steps to enhance our system security and will continue to do so. Although we have no evidence that the accessed information has been misused, we recommend that individuals take precautionary steps. These include reviewing medical and insurance statements for any unfamiliar activity and reporting discrepancies to your provider or insurer. We also encourage regular monitoring of credit reports, financial statements, and explanation of benefits forms.

Individuals may also place a fraud alert or credit freeze by contacting the credit reporting agencies: TransUnion 1-800-680-7289, P.O. Box 2000 Chester, PA 19016, transunion.com; Experian 1-888-397-3742, P.O. Box 9554 Allen, TX 75013, experian.com; Equifax 1-888-298-0045, P.O. Box 105069 Atlanta, GA 30348, equifax.com; Innovis 1-866-712-0021, P.O. Box 530088, Atlanta, GA 30353, innovis.com. Individuals can further educate themselves regarding identity theft, fraud alerts, credit freezes, and steps to protect their personal information by contacting the credit reporting bureaus, the Federal Trade Commission (“FTC”), or their state attorney general. 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.