

Amazing Charts

Return Mail Processing
PO Box 999
Suwanee, GA 30024

9 1 1648 *****AUTO**MIXED AADC 302

SAMPLE A. SAMPLE - L01

APT ABC

123 ANY ST

ANYTOWN, US 12345-6789



November 12, 2025

NOTICE OF SECURITY INCIDENT

Dear Sample A. Sample,

CareTracker, Inc. d/b/a Amazing Charts (“AC”) writes to inform you of a recent security incident that may have involved some of your information. AC is a medical records service provider utilized by Genaro C. Fernandez, MD. Specifically, on or about June 19, 2025, AC determined that one of its third-party service providers may have been the victim of a cybersecurity incident. AC immediately retained external legal counsel and cybersecurity specialists to initiate an investigation. The process required considerable time as files and data pertaining to potentially affected individuals needed to be thoroughly reviewed. The investigation concluded that some of your information may have been impacted. To be clear, the investigation has not found any evidence to suggest there has been identity theft or fraud relating to this incident, nor any specific indication of such intent. We are sending this notification out of an abundance of caution and providing you with an overview of the incident, our response, and resources to help further protect your personal information, should you feel it necessary to do so.

What Happened?

On or about June 19, 2025, AC identified unusual activity on certain systems within a network managed by one of its third-party service providers. Upon detection, AC immediately took steps to ensure the third-party service provider’s environment was secure and launched an investigation to determine the nature and scope of the activity. The investigation determined there was unauthorized access to the third-party service provider’s network between June 15, 2025, and June 19, 2025. AC promptly began a review of all information that was potentially affected. This review determined that some of your personal information could have been involved in the incident, and therefore, we are providing this notice to you in an abundance of caution.

What Information Was Involved?

The information related to you that may have been impacted could have included your name and certain medical information such as medical treatment or diagnosis information, physician name, medical record number, and/or health insurance information associated with services you received from Genaro C. Fernandez, MD. Our investigation has not uncovered any evidence to suggest there has been identity theft or fraud relating to this incident.

What We Are Doing.

AC takes both this event and the security of personal information in our care very seriously. Therefore, in an abundance of caution and to help protect your identity, we have arranged to offer you 12 months of complimentary credit monitoring through Experian. You must enroll in these services yourself as we cannot do so on your behalf. Enrollment instructions can be found in the enclosed *Steps You Can Take to Help Protect Your Information* below.

What You Can Do.

We encourage you to remain vigilant against incidents of identity theft and fraud by reviewing your statements and monitoring your free credit reports for suspicious activity and to detect errors over the next 12 to 24 months. Please review the enclosed *Steps You Can Take to Help Protect Your Information*, which includes further information on what you can do to protect your information against misuse, should you feel it necessary to do so. Additionally, we encourage you to enroll in the complimentary credit monitoring being offered.

For More Information

We understand that you may have questions about this incident that are not addressed in the letter. Should you have additional questions, please contact our dedicated assistance line at 1-833-931-5511 Monday through Friday from 8:00am to 8:00pm Central Time.

We sincerely apologize for any inconvenience this may cause.

Sincerely,

Amazing Charts

Steps You Can Take to Help Protect Your Information

Review Your Account Statements and Notify Law Enforcement of Suspicious Activity

As a precautionary measure, we commend that you remain vigilant by reviewing your account statements and credit reports closely. If you detect any suspicious account activity, you should promptly notify the financial institution or company with which the account is maintained. You should also promptly report any suspected or actual fraudulent activity or identity theft to the proper law enforcement authorities, including your state attorney general and the Federal Trade Commission (“FTC”).

To file a complaint with the FTC, visit www.identitytheft.gov or call 1-877-ID-THEFT (1-877-438-4338). Complaints filed with the FTC will be added to the FTC’s Identity Theft Data Clearinghouse, which is a database made available to law enforcement agencies.

Enroll in Monitoring Services

To help protect your identity, we are offering complimentary access to Experian IdentityWorks® for 12 months.

If you believe there was fraudulent use of your information as a result of this incident and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent. If, after discussing your situation with an agent, it is determined that identity restoration support is needed then an Experian Identity Restoration agent is available to work with you to investigate and resolve each incident of fraud that occurred from the date of the incident (including, as appropriate, helping you with contacting credit granters to dispute charges and close accounts; assisting you in placing a freeze on your credit file with the three major credit bureaus; and assisting you with contacting government agencies to help restore your identity to its proper condition).

Please note that Identity Restoration is available to you for 12 months from the date of this letter and does not require any action on your part at this time. The Terms and Conditions for this offer are located at www.ExperianIDWorks.com/restoration.

While identity restoration assistance is immediately available to you, we also encourage you to activate the fraud detection tools available through Experian IdentityWorks as a complimentary [##]-month membership. This product provides you with superior identity detection and resolution of identity theft. To start monitoring your personal information, please follow the steps below:

- Ensure that you enroll by February 27, 2026 (Your code will not work after this date.)
- Visit the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/credit>
- Provide your activation code: ABCDEFGHI

If you have questions about the product, need assistance with Identity Restoration that arose as a result of this incident, or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at 1-833-931-5511 by February 27, 2026. Be prepared to provide engagement number [Engagement Number] as proof of eligibility for the Identity Restoration services by Experian.

ADDITIONAL DETAILS REGARDING YOUR EXPERIAN IDENTITYWORKS MEMBERSHIP

A credit card is not required for enrollment in Experian IdentityWorks. You can contact Experian immediately regarding any fraud issues, and have access to the following features once you enroll in Experian IdentityWorks:

- **Experian credit report at signup:** See what information is associated with your credit file. Daily credit reports are available for online members only.*
- **Credit Monitoring:** Actively monitors Experian file for indicators of fraud.
- **Identity Restoration:** Identity Restoration specialists are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARE™:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **\$1 Million Identity Theft Insurance**:** Provides coverage for certain costs and unauthorized electronic fund transfers.

Obtain and Monitor Your Credit Report

Under U.S. law, a consumer is entitled to one free credit report annually from each of the three major credit reporting bureaus, Equifax, Experian, and TransUnion. To order a free credit report, visit www.annualcreditreport.com or call, toll-free, 1-877-322-8228. Consumers may also directly contact the three major credit reporting bureaus listed below to request a free copy of their credit report.

Consider Placing a Fraud Alert on Your Credit Report

Consumers have the right to place an initial or extended "fraud alert" on a credit file at no cost. An initial fraud alert is a 1-year alert that is placed on a consumer's credit file. Upon seeing a fraud alert display on a consumer's credit file, a business is required to take steps to verify the consumer's identity before extending new credit. If consumers are the victim of identity theft, they are entitled to an extended fraud alert, which is a fraud alert lasting seven years. Should consumers wish to place a fraud alert, please contact any of the three major credit reporting bureaus listed below.

Ability to Place a Credit Freeze on Your Credit File

As an alternative to a fraud alert, consumers have the right to place a "credit freeze" on a credit report, which will prohibit a credit bureau from releasing information in the credit report without the consumer's express authorization. The credit freeze is designed to prevent credit, loans, and services from being approved in a consumer's name without consent. However, consumers should be aware that using a credit freeze to take control over who gets access to the personal and financial information in their credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application they make regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, consumers cannot be charged to place or lift a credit freeze on their credit report. To request a credit freeze, individuals may need to provide some or all of the following information:

* Online members will be eligible to call for additional reports quarterly after enrolling.

** The Identity Theft Insurance is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

1. Full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security number;
3. Date of birth;
4. Addresses for the prior two to five years;
5. Proof of current address, such as a current utility bill or telephone bill;
6. A legible photocopy of a government-issued identification card (state driver's license or ID card, etc.); and
7. A copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft if they are a victim of identity theft.

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

Equifax	Experian	TransUnion
https://www.equifax.com/personal/credit-report-services/	https://www.experian.com/help/	https://www.transunion.com/credit-help
1-888-298-0045	1-888-397-3742	1-800-916-8800
Equifax Fraud Alert, P.O. Box 105069 Atlanta, GA 30348-5069	Experian Fraud Alert, P.O. Box 9554, Allen, TX 75013	TransUnion Fraud Alert, P.O. Box 2000, Chester, PA 19016
Equifax Credit Freeze, P.O. Box 105788 Atlanta, GA 30348-5788	Experian Credit Freeze, P.O. Box 9554, Allen, TX 75013	TransUnion Credit Freeze, P.O. Box 160, Woodlyn, PA 19094

Take Advantage of Additional Free Resources

Consumers may further educate themselves regarding identity theft, fraud alerts, credit freezes, and the steps they can take to protect your personal information by contacting the consumer reporting bureaus, the FTC, or their state Attorney General. The Federal Trade Commission may be reached at: 600 Pennsylvania Avenue NW, Washington, D.C. 20580; www.identitytheft.gov; 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261. The FTC also encourages those who discover that their information has been misused to file a complaint with them. Consumers can obtain further information on how to file such a complaint by way of the contact information listed above. Consumers have the right to file a police report if they ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, consumers will likely need to provide some proof that they have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement and the relevant state Attorney General. This notice has not been delayed by law enforcement.

