

The Connecticut Institute for the Blind Inc. dba Oak Hill Provides Notice of Data Security Incident

The privacy and security of personal information is of the utmost importance to The Connecticut Institute for the Blind Inc. dba Oak Hill ("Oak Hill"). This notice contains information regarding a data security incident that involved certain protected personal information collected and maintained by Oak Hill. We are providing individuals with information about the incident and the services being made available to those who are involved. Oak Hill continues to take significant measures to protect the personal information in our possession.

Oak Hill experienced a data security incident on or about October 6, 2025. Upon learning of this, Oak Hill immediately commenced a prompt and thorough investigation. As part of the investigation, Oak Hill engaged external cybersecurity professionals who regularly investigate and analyze these types of situations to help determine the extent of any compromise of the information on the Oak Hill network. It was determined that certain files were subject to unauthorized access or acquisition from certain impacted accounts. With the assistance of external experts, Oak Hill worked to review the impacted files to determine whether personal information was impacted by the incident. On May 13, 2026, we discovered that certain files containing personal information in the possession of Oak Hill were impacted by the incident. The impacted data includes full names in combination with date of birth, Social Security Number, Driver's License or State ID, Medical Information and Health Insurance Information. Not all data elements were impacted for every individual.

To date, Oak Hill is not aware of any incidents of identity fraud or financial fraud as a result of the incident. Nevertheless, out of an abundance of caution, Oak Hill is providing notice to potentially affected individuals. Oak Hill mailed notification to all individuals it has contact information for on file, via U.S. mail on June 30, 2026. Notified individuals may take steps to protect themselves including placing a fraud alert/security freeze on their credit files, obtaining free credit reports, and remaining vigilant in reviewing financial account statements, explanation of benefits statements, and credit reports for fraudulent or irregular activity on a regular basis. In addition, individuals who may have had their Social Security number involved are encouraged to enroll in complimentary credit monitoring services provided in the notification letter.

Individuals who have questions or need additional information regarding this incident or to determine if they are affected may reach out to the toll-free response line that our office has set up to respond to questions at **1-877-418-8555**. This response line is available Monday through Friday 8:00 am to 5:00 pm Eastern Time (excluding major U.S. holidays).

– OTHER IMPORTANT INFORMATION –

1. Placing a Fraud Alert on Your Credit File

You may place an initial one-year “Fraud Alert” on your credit files, at no charge. A fraud alert tells creditors to contact you personally before they open any new accounts. To place a fraud alert, call any one of the three major credit bureaus at the numbers listed below. As soon as one credit bureau confirms your fraud alert, they will notify the others.

Equifax P.O. Box 105069 Atlanta, GA 30348-5069 equifax.com/fraud-alerts (800) 525-6285	Experian P.O. Box 9554 Allen, TX 75013 experian.com/fraud (888) 397-3742	TransUnion Fraud Victim Assistance Dept. P.O. Box 2000 Chester, PA 19016-2000 transunion.com/fraud-alerts (800) 680-7289
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2. Placing a Security Freeze on Your Credit File

If you are very concerned about becoming a victim of fraud or identity theft, you may request a “security freeze” be placed on your credit file, at no charge. A security freeze prohibits, with certain specific exceptions, the consumer reporting agencies from releasing your credit report or any information from it without your express authorization. You may place a security freeze on your credit report by contacting all three nationwide credit reporting companies at the numbers above and following the stated directions or by sending a request in writing, by mail, to all three credit reporting companies.

In order to place the security freeze, you’ll need to supply your name, address, date of birth, Social Security number and other personal information. After receiving your freeze request, each credit reporting company will send you a confirmation letter containing a unique PIN (personal identification number) or password. Keep the PIN or password in a safe place. You will need it if you choose to lift the freeze.

3. Obtaining a Free Credit Report

Under federal law, you are entitled to one free credit report every 12 months from each of the above three major nationwide credit reporting companies. Call 1-877-322-8228 or request your free credit reports online at www.annualcreditreport.com. Once you receive your credit reports, review them for discrepancies. Identify any accounts you did not open or inquiries from creditors that you did not authorize. Verify all information is correct. If you have questions or notice incorrect information, contact the credit reporting company.

4. Additional Helpful Resources

Even if you do not find any suspicious activity on your initial credit reports, the Federal Trade Commission (FTC) recommends that you check your credit reports periodically. Checking your credit report periodically can help you spot problems and address them quickly.

If you find suspicious activity on your credit reports or have reason to believe your information is being

misused, call your local law enforcement agency and file a police report. Be sure to obtain a copy of the police report, as many creditors will want the information it contains to absolve you of the fraudulent debts. You may also file a complaint with the FTC by contacting them on the web at www.ftc.gov/idtheft, by phone at 1-877-IDTHEFT (1-877-438-4338), or by mail at Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580. Your complaint will be added to the FTC's Identity Theft Data Clearinghouse, where it will be accessible to law enforcement for their investigations. In addition, you may obtain information from the FTC about fraud alerts and security freezes.

If this notice letter states that your financial account information and/or credit or debit card information was impacted, we recommend that you contact your financial institution to inquire about steps to take to protect your account, including whether you should close your account or obtain a new account number.

If your personal information has been used to file a false tax return, to open an account or to attempt to open an account in your name or to commit fraud or other crimes against you, you may file a police report in the city in which you currently reside.

5. Protecting Your Medical Information

We have no information to date indicating that your medical information involved in this incident was or will be used for any unintended purposes. As a general matter, however, the following practices can help to protect you from medical identity theft.

- Only share your health insurance cards with your health care providers and other family members who are covered under your insurance plan or who help you with your medical care.
- Review your "explanation of benefits statement" which you receive from your health insurance company. Follow up with your insurance company or care provider for any items you do not recognize. If necessary, contact the care provider on the explanation of benefits statement and ask for copies of medical records from the date of the potential access (noted above) to current date.
- Ask your insurance company for a current year-to-date report of all services paid for you as a beneficiary. Follow up with your insurance company or the care provider for any items you do not recognize.

6. State Specific Information

Iowa Residents: You may contact law enforcement or the Iowa Attorney General's Office to report suspected incidents of identity theft: Office of the Attorney General of Iowa, Consumer Protection Division, Hoover State Office Building, 1305 East Walnut Street, Des Moines, IA 50319, www.iowaattorneygeneral.gov, Telephone: 515-281-5164.

Maryland Residents: You may obtain information about avoiding identity theft from the Maryland Attorney General's Office: Office of the Attorney General of Maryland, Consumer Protection Division, 200 St. Paul Place, Baltimore, MD 21202, www.oag.state.md.us/Consumer, Telephone: 888-743-0023.

Massachusetts Residents: Under Massachusetts law, you have the right to obtain a police report in regard to this incident. If you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it.

New Mexico Residents: You have rights under the federal Fair Credit Reporting Act (FCRA). These include, among others, the right to know what is in your file; to dispute incomplete or inaccurate information; and to have consumer reporting agencies correct or delete inaccurate, incomplete, or unverifiable information. For more information about the FCRA, please visit consumer.ftc.gov/articles/pdf-0096-fair-credit-reporting-act.pdf or www.ftc.gov.

New York Residents: You may obtain information about preventing identity theft from the New York Attorney General's Office: Office of the Attorney General, The Capitol, Albany, NY 12224-0341; ag.ny.gov/consumer-frauds-bureau/identity-theft; Telephone: 800-771-7755.

North Carolina Residents: You may obtain information about preventing identity theft from the North Carolina Attorney General's Office: Office of the Attorney General of North Carolina, Consumer Protection Division, 9001 Mail Service Center, Raleigh, NC 27699-9001, www.ncdoj.gov, Telephone: 877-566-7226 (Toll-free within North Carolina), 919-716-6000.

Rhode Island Residents: You may contact law enforcement, such as the Rhode Island Attorney General's Office, to report incidents of identity theft or to learn about steps you can take to protect yourself from identity theft. You can contact the Rhode Island Attorney General at: Rhode Island Office of the Attorney General, 150 South Main Street, Providence, RI 02903, www.riag.ri.gov, 401-274-4400.

Oregon Residents: You may obtain information about preventing identity theft from the Oregon Attorney General's Office: Oregon Department of Justice, 1162 Court Street NE, Salem, OR 97301-4096, www.doj.state.or.us, Telephone: 877-877-9392.

Washington D.C. Residents: You may obtain information about preventing identity theft from the Office of the Attorney General for the District of Columbia, 400 6th Street NW, Washington D.C. 20001, oag.dc.gov/consumer-protection, Telephone: 202-442-9828.

All US Residents: Identity Theft Clearinghouse, Federal Trade Commission, 600 Pennsylvania Avenue, NW Washington, DC 20580, consumer.ftc.gov, 1-877-IDTHEFT (438-4338), or TTY: 1-866-653-4261.