NOTICE OF SECURITY INCIDENT

Monongalia County General Hospital Company ("Mon General") was the victim of a phishing attack that may have resulted in unauthorized access to personal information of some of our patients.

WHAT HAPPENED?

On May 6, 2026, Mon General discovered that a small number of email users were the subject of a phishing attack. We promptly began investigating this incident with the assistance of a respected forensic security provider, and took steps to terminate any unauthorized access to Mon General's email. Our investigation, which concluded in late June 2026, ultimately determined that an unauthorized party gained access to certain Mon General email mailboxes on May 6, 2026 and the unauthorized access was terminated on the same day. No other Mon General systems or data storage were impacted by this incident.

WHAT INFORMATION WAS INVOLVED?

The information that may have been impacted varied from person to person, but may have included: first and last name; date of birth; e-mail address; phone number; Social Security number; health information, and health insurance information.

WHAT WE ARE DOING

We take safeguarding your information seriously. Following the incident, Mon General worked with external cybersecurity experts to resolve the phishing attack. Mon General reset user credentials, and is regularly evaluating how to augment its existing technical safeguards.

WHAT YOU CAN DO

Individuals whose information may have been impacted can sign up for 2 years of credit monitoring by following the instructions in the notification letters that are being mailed. As always, we also encourage individuals to remain vigilant and continue reviewing account statements for unusual activity.

FOR MORE INFORMATION

If you have any questions or concerns, please contact us toll-free by calling **(844) 958-8936**, Monday through Friday from **8:00 a.m. to 5:30 p.m. Central Time**, excluding major U.S. holidays.