Notice to our Patients of Privacy Incident

Beth Israel Lahey Health ("BILH") is providing information about a recent privacy incident, measures that have been taken, and some steps patients may take in response.

On July 21, 2026, BILH learned of the incident and immediately began an investigation. On August 31, 2026, the investigation determined that, beginning May 29, 2026, through August 3, 2026, certain patient information was shared outside of BILH without authorization and contrary to BILH policies.

BILH's review of the involved information is ongoing. BILH anticipates that the information may include patient names, other identifiers, health insurance information, and information about treatment at BILH. BILH will notify affected patients upon completion of its review.

A dedicated call center has been established to answer patients' questions. Patients who believe their information was involved or have questions about this incident may call (844) 971-8631, Monday through Friday, between 9:00 a.m. to 6:30 p.m. Eastern Time, except for major U.S. holidays.

We recommend that patients review the statements they receive from their healthcare providers and health insurers. If they see any services that were not received, they should contact the provider or insurer immediately.

BILH takes this incident very seriously and sincerely regrets any concern it may cause. To help prevent something like this from happening again, BILH has reinforced its policies with its employees.

STEPS INDIVIDUALS CAN TAKE TO PROTECT PERSONAL INFORMATION

Monitor Relevant Accounts

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.

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.

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:

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—www.equifax.com; 1-888-298-0045; and P.O. Box 105788 Atlanta, GA 30348-5788
Experian—www.experian.com; 1-888-397-3742; and P.O. Box 9554, Allen, TX 75013
TransUnion—www.transunion.com; 1-833-799-5355; and P.O. Box 160, Woodlyn, PA 19094

For loved ones that may have recently passed, individuals may also place a "deceased – do not issue credit" flag on the loved one's credit file. Only one consumer reporting bureau needs to be notified, and it will notify the other two major consumer reporting bureaus. Individuals may complete this process using the information provided by the credit bureaus at the below websites:

Equifax: https://www.equifax.com/personal/help/article-list/-/h/a/relative-death-contact-credit-bureaus
Experian: https://www.experian.com/blogs/ask-experian/reporting-death-of-relative/
TransUnion: https://www.transunion.com/blog/credit-advice/reporting-a-death-to-tu

Additional Information

Consumers may further educate themselves regarding identity theft, fraud alerts, credit freezes, and the steps they can take to protect their personal information by contacting the consumer reporting bureaus, the Federal Trade Commission, or their state Attorney General. The Federal Trade Commission may be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580; www.identitytheft.gov; 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261. The Federal Trade Commission 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. This notice has not been delayed by law enforcement.

For Rhode Island residents, the Rhode Island Attorney General may be contacted at: 150 South Main Street, Providence, RI 02903; 1-401-274-4400; and www.riag.ri.gov. Under Rhode Island law, individuals have the right to obtain any police report filed in regard to this event. There are no known impacted Rhode Island residents as of this publication.

STEPS INDIVIDUALS CAN TAKE TO PROTECT THEIR MINOR DEPENDENTS' PERSONAL INFORMATION

Monitor Relevant Accounts

Typically, credit reporting agencies do not have a credit report in a minor's name. To find out if your minor dependent has a credit report or to request a manual search for your minor dependent's Social Security number, each credit bureau has its own process. To learn more about these processes or request these services, you may contact the credit bureaus by phone or in writing or you may visit or contact the below credit bureaus.

Equifax: https://www.equifax.com/personal/education/identity-theft/articles/-/learn/child-identity-theft/; 1-888-298-
0045; and P.O. Box 105788 Atlanta, GA 30348-5788
Experian: https://www.experian.com/help/minor-request.html; 1-888-397-3742; and P.O. Box 9554, Allen, TX 75013 **TransUnion**: https://www.transunion.com/fraud-victim-resources; 1-833-799-5355; and P.O. Box 160, Woodlyn, PA 19094

To request information about the existence of a credit file in your minor dependent's name, search for your dependent's Social Security number, place a security freeze on your dependent's credit file, place a fraud alert on your dependent's credit report (if one exists), or request a copy of your dependent's credit report you may be required to provide some or all the following information:

- A copy of your driver's license or another government issued identification card, such as a state identification
  card, etc.;
- Proof of your address, such as a copy of a bank statement, utility bill, insurance statement, etc.;
- A copy of your minor dependent's birth certificate;
- A copy of your minor dependent's Social Security card;
- Your minor dependent's full name, including middle initial and generation, such as JR, SR, II, III, etc.;
- Your minor dependent's date of birth; and
- Your minor dependent's previous addresses for the past two years.

Additional Information

Individuals may further educate themselves regarding identity theft, fraud alerts, credit freezes, and the steps individuals can take to protect personal information by contacting the consumer reporting bureaus, the Federal Trade Commission, or their state Attorney General. The Federal Trade Commission may be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580; www.identitytheft.gov; 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. Individuals can obtain further information on how to file such a complaint by way of the contact information listed above. Individuals and/or their minor dependent have the right to file a police report if their minor dependent ever experiences identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, individuals or their minor dependent will likely need to provide some proof that their minor dependent

has been a victim. Instances of known or suspected identity theft should also be reported to law enforcement.