

Center at Cordera – Website Notice

NOTICE OF DATA PRIVACY EVENT

October 2, 2025 – The Center at Cordera (“Cordera” or “we”) is providing notice that it has experienced a cyber event. Cordera takes this event very seriously and is providing information about the event, our response to it, and resources available to individuals to help protect their information, should they feel it appropriate to do so.

What Happened? On May 25, 2025, Cordera became aware of suspicious activity within its IT network. Upon becoming aware of this, Cordera immediately took steps to lock down and secure its network. Additionally, Cordera promptly engaged third-party cybersecurity specialists to assist with its response and to conduct a comprehensive forensic investigation into the nature and scope of the issue. Through this investigation, it was determined that, between May 17 and May 25, 2025, an unauthorized party had gained access to certain systems on Cordera’s network and, during that time, copied files stored on some of those systems. Based on these findings, Cordera diligently reviewed the potentially impacted files to identify and catalog the types of information present within them and any individuals to whom the information related. Cordera completed this review on August 28, 2025, and finalized the list of individuals to notify on September 26, 2025.

What Information Was Involved? Cordera’s review found that certain identified individuals’ names, dates of birth, patient identification numbers, Medicare numbers, and managed care policy numbers were present within the copied files.

What Cordera Is Doing. Cordera takes this event seriously and stresses the privacy, security, and confidentiality of information in its care are among its highest priorities. Upon becoming aware of the event, Cordera moved quickly to promptly investigate and respond to the event. Specifically, Cordera took steps to secure its systems, remediated all impacted systems, and are implementing additional technical safeguards and enhanced security measures to mitigate against the risk of future issues. Cordera is notifying potentially affected individuals for whom Cordera has a valid mailing address via U.S. mail and offering them credit monitoring and identity protection services. Cordera is also notifying applicable regulators. Cordera understands and appreciates any concerns and encourages those affected to take steps to protect against identity theft.

How Will Individuals Know If They Are Affected By This Event? Cordera is mailing a notice letter to individuals whose information was determined to be in the affected files, for whom a valid mailing address is available. If an individual does not receive a letter but would like to know if they are affected, they may call Cordera’s dedicated assistance line, provided below.

Who Should Individuals Contact for More Information? If individuals have questions, they may call Cordera’s dedicated assistance line at 1-833-844-8192, between the hours of 8:00 a.m. to 8:00 p.m. Eastern time, Monday through Friday. This excludes all major U.S. holidays.

What You Can Do. Cordera encourages all individuals to remain vigilant against incidents of identity theft and fraud, to review their account statements, to monitor their credit reports for suspicious or unauthorized activity, and to report any suspicious activity promptly to their bank, credit card company, or other applicable institution. Under U.S. law, individuals are entitled to one free credit report annually from each of the three major credit reporting bureaus. To order a free credit report, you can visit www.annualcreditreport.com or call toll-free at 1-877-322-8228. You can also order your annual free credit report by mailing a completed Annual Credit Report Request Form (available at www.consumer.ftc.gov/articles/0155-free-credit-reports) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281.

You also have the right to place a security freeze on your credit report. A security freeze is intended to prevent credit, loans, and services from being approved in your name without your consent. To place a security freeze on your credit report, you need to make a request to each consumer reporting agency. You may make that request by certified mail, overnight mail, regular stamped mail, or by following the instructions found at the websites listed below. The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse or a minor under the age of 16, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past five years; (5) proof of current address (such as a copy of a government-issued identification card, a recent utility bill, or bank or insurance statement); and (6) other personal information as required by the applicable credit reporting agency. It is essential that each copy be legible, display your name and current mailing address, and the date of issue. Pursuant to federal law,

consumers cannot be charged to place or lift a credit freeze on their credit report. You may obtain a free security freeze by contacting any one or more of the following national consumer reporting agencies:

Equifax Security Freeze

P.O. Box 105788
Atlanta, GA 30348
1-888-298-0045

www.equifax.com/personal/credit-report-services/credit-freeze/

Experian Security Freeze

P.O. Box 9554
Allen, TX 75013
1-888-397-3742

www.experian.com/freeze/center.html

TransUnion Security Freeze

P.O. Box 160
Woodlyn, PA 19094
1-800-916-8800

www.transunion.com/credit-freeze

You can place fraud alerts with the three credit bureaus by phone and online with:

- Equifax (https://assets.equifax.com/assets/personal/Fraud_Alert_Request_Form.pdf);
- TransUnion (www.transunion.com/fraud-alerts); or
- Experian (www.experian.com/fraud/center.html).

A fraud alert tells creditors to follow certain procedures, including contacting you, before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit. Initial fraud alerts last for one year. Victims of identity theft can also get an extended fraud alert for seven years. The phone numbers for all three credit bureaus are above.

You have the right to file or obtain a police report if you experience identity fraud. Please note that in order to file a crime report or incident report with law enforcement for identity theft, you will likely need to provide proof that you have been a victim. A police report is often required to dispute fraudulent items. Instances of known or suspected identity theft should also be reported to law enforcement or to the Attorney General's office in your home jurisdiction. This notice has not been delayed by law enforcement.

You can further educate yourself regarding identity theft, fraud alerts, security freezes, and the steps you can take to protect yourself, by contacting the consumer reporting agencies, the Federal Trade Commission, or your state Attorney General. The Federal Trade Commission can be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580, www.identitytheft.gov, 1-877-ID-THEFT (1-877-438-4338), 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. You can obtain further information on how to file such a complaint by way of the contact information listed above.