

Notice of Data Security Incident

January 19, 2024 – Aria Care Partners (“Aria”) experienced a data security incident that may have involved personal and / or protected health information belonging to certain current and former patients of our affiliated vision provider companies. Aria has sent notification of this incident by way of the United States Postal Service to potentially impacted individuals and provided resources to assist them.

On May 12, 2023, Aria became aware of a possible data security incident involving its vision file server. Following the discovery, we immediately took steps to secure our digital environment and engaged a dedicated team of external cybersecurity experts to assist us in responding to and investigating the incident. As a result of the investigation, we learned that an unauthorized actor may have accessed or acquired certain files and data stored within our systems. We thereafter launched a comprehensive review of all potentially affected information to identify the individuals and information involved. Our review concluded on December 20, 2023, at which time we determined that personal and / or protected health information may have been involved in this incident. Please note that Aria has no evidence of any actual or suspected misuse of information involved in this incident.

Based on the investigation, the affected information may have included names, Social Security numbers, dates of birth, driver’s license numbers, medical treatment and/or diagnosis information, and/or health insurance information.

On January 19, 2024, Aria provided notice of this incident to the potentially impacted individuals. In so doing, Aria provided information about the incident and resources that potentially impacted individuals may utilize to protect their information including complimentary credit monitoring services through IDX. In addition, Aria has established a toll-free call center to answer questions about the incident and to address related concerns. The call center is available Monday through Friday from 9:00 a.m. to 9:00 p.m. Eastern Time (excluding major U.S. holidays) and can be reached at 1-888-904-8810. Aria also notified the U.S. Health and Human Services Office for Civil Rights and consumer reporting agencies of this incident.

The privacy and protection of personal and protected health information is our top priority, and Aria deeply regrets any inconvenience or concern this incident may cause.

Aria is providing the following information about steps that individuals can take to help protect their information:

What steps can I take to protect my information?

- If you detect suspicious activity on any of your accounts, you should promptly notify the financial institution or company with which the account is maintained. You should also report any fraudulent activity or any suspected incidents of identity theft to law enforcement.
- You may obtain a copy of your credit report at no cost from each of the three nationwide credit reporting agencies. To do so, visit www.annualcreditreport.com or call toll-free at

1-877-322-8228. Contact information for the three agencies appears at the bottom of this page.

- Notify your financial institution immediately of any unauthorized transactions made, or new accounts opened, in your name.
- You can take steps recommended by the Federal Trade Commission to protect yourself from identify theft. The FTC's website offers helpful information at www.ftc.gov/idtheft.

What should I do to protect myself from payment card/credit card fraud?

We suggest that you review your debit and credit card statements carefully in order to identify any unusual activity. If you see anything that you do not understand or that looks suspicious, you should contact the issuer of the debit or credit card immediately.

How do I obtain a copy of my credit report?

You can obtain a copy of your credit report, free of charge, directly from each of the three nationwide credit reporting agencies once every twelve (12) months. To do so, please visit www.annualcreditreport.com or call toll-free at 1-877-322-8228. Contact information for the three agencies is included in the notification letter and is also listed at the bottom of this page.

How do I put a fraud alert on my account?

You may consider placing a fraud alert on your credit report. This fraud alert informs creditors of possible fraudulent activity within your report and requests that creditors contact you prior to establishing any accounts in your name. To place a fraud alert on your credit report, contact Equifax, Experian or TransUnion and follow the Fraud Victims instructions. To place a fraud alert on your credit accounts, contact your financial institution or credit provider. Contact information for the three nationwide credit reporting agencies is listed below.

Contact information for the three nationwide credit reporting agencies is as follows:

Equifax Security Freeze	Experian Security Freeze	TransUnion (FVAD)
PO Box 105788	PO Box 9554	PO Box 2000
Atlanta, GA 30348	Allen, TX 75013	Chester, PA 19022
1-800-685-1111	1-888-397-3742	1-800-888-4213
www.equifax.com	www.experian.com	www.transunion.com