Notice of Breach / Cybersecurity Incident

November 16, 2026 – Renew Health Family Chiropractic ("Renew"), is posting this Notice to inform you about a cyber incident that may affect the security of personal information of its patients. Renew takes its patients' privacy seriously, and it is important to us that you and the community that we serve are made fully aware of this recent security incident.

WHAT HAPPENED?

On October 22, 2026, we discovered unusual activity on our system and within minutes shut down the impacted device to investigate the incident further. We took immediate steps to engage both a specialized Forensic IT firm and Cyber Counsel to investigate and remediate the situation. These experts worked swiftly to assess the scope and to recommend additional security measures. The forensic team confirmed unauthorized access to our server, contained the incident on October 23, 2026, and completed the restoration process on November 5, 2026.

WHAT INFORMATION WAS INVOLVED?

While we have no evidence confirming that any patient information was accessed or acquired by the unauthorized actor, our network does store patient information, which includes full name and one or more of the following elements: birth date, phone number, email address, driver's license number, medical information, and health insurance information. For a small number of our Medicare patients, the information would have included full Social Security Number, which was used as the patients' Medicare number until mid-2019.

WHAT DID RENEW DO?

We take the protection of your personal information seriously. In addition to the forensic remediation efforts mentioned above, we have updated all passwords and engaged a new Managed Service Provider to strengthen Renew's security at both the network and workstation level. These improvements are in line with cybersecurity best practices to ensure that similar incidents are prevented in the future. While there is no evidence of any identity theft or financial fraud related to this incident, out of an abundance of caution, Renew is offering our patients complimentary access to Experian IdentityWorks℠ for 12 months to help protect your identity. Letters with directions on how to enroll in this free credit monitoring service were mailed to our patients on November 16, 2026. If you believe you are affected by this incident and did not receive a notification letter by December 1, 2026, please call Experian (toll free) at 833-918-3456 Monday – Friday, 8:00AM – 8:00PM Central Time (excluding major U.S. holidays). Please provide the following engagement number to the Experian operator: **B176051** (adults) and **B176050** (minors).

WHAT CAN YOU DO NOW?

Fraud Alerts: It is both recommended and required by certain state laws to advise you of your right to place Fraud Alerts with one of the three major credit bureaus by phone and via TransUnion's, Experian's or Equifax's website **at no cost to you**. 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 (7) years. Contact information for all three credit bureaus to place a Fraud Alert is listed in this Notice.

Monitoring: You should always remain vigilant and monitor your accounts (i.e., account statements and Explanations of Benefits ("EOB")) for suspicious or unusual activity. You should also periodically obtain and review a copy of your Credit Report, **at no charge**, whether or not you suspect any unauthorized activity on your account. You may obtain a free copy of your credit report by contacting any one (1) or more of the national consumer reporting agencies listed in this Notice.

You may also obtain a **free copy** of your credit report online at www.annualcreditreport.com, by calling toll-free 1-877-322-8228, or by mailing an Annual Credit Report Request Form (available at www.annualcreditreport.com) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281.

Security Freeze: You also have the right to place a security freeze on your credit report **at no cost to you**. A security freeze is intended to prevent credit, loans and services from being approved in your name without your consent. Unlike a Fraud Alert, to place a Security Freeze on your credit file, you need to make the request at each consumer reporting agency individually. You may make that request by 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, 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; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. The request must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, display your name and current mailing address, and the date of issue. After receiving your freeze request, each credit reporting company will send you a confirmation letter containing a unique PIN (personal identification number) or password, which will be required to lift the freeze, which you can do either temporarily or permanently. It is free to place, lift, or remove a security freeze.

Equifax Security Freeze P.O. Box 105788 Atlanta, GA 30348 https://www.freeze.equifax.com/Freeze/jsp/SFF_PersonalIDInfo.jsp	Experian Security Freeze P.O. Box 9554 Allen, TX 75013 https://www.experian.com/freeze/center.html	TransUnion (FVAD) P.O. Box 2000 Chester, PA 19016 https://freeze.transunion.com

For more information on security freezes, you may contact the three nationwide consumer reporting agencies listed ABOVE or the FTC as described below:

Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580, 1-877-IDTHEFT (1-877-438-4338), and TTY: 1-866-653-4261, and www.ftc.gov/idtheft.

We recommend you remain vigilant with respect to reviewing your account statements and credit reports and promptly report any suspicious activity or suspected identity theft to the proper law enforcement authorities, including local law enforcement, your state's attorney general and/or the Federal Trade Commission (FTC). You may contact the FTC or your state's regulatory authority to obtain additional information about avoiding identity theft.

Renew takes the protection of your personal information seriously. We have taken many precautions to safeguard its patients' information and continually evaluates and modifies its practices to enhance the security and privacy of the personal information it maintains.

We sincerely apologize to you and all of our patients for concern caused by this incident.

Sincerely,

Renew Health Family Chiropractic