

NOTICE OF SECURITY INCIDENT

Last Updated: December 2024

Datavant was the victim of a phishing attack that may have resulted in unauthorized access to personal information, primarily about some of our customer's patients and some Datavant employees.

WHAT HAPPENED?

On May 9, 2024, Datavant determined it was the subject of a phishing email attack, which was resolved the same day. We promptly began investigating this incident with the assistance of a respected forensic security provider. That investigation concluded on or about August 8, 2024, and determined that an unauthorized individual(s) gained access between May 8, 2024 and May 9, 2024 to certain Datavant data contained in a single user's mailbox. No other Datavant systems or data storage were impacted by this incident. Datavant has notified healthcare organizations that were affected by this security incident.

WHAT INFORMATION WAS INVOLVED?

The information that may have been impacted by the attack varied from person to person, but it could have included personal information such as names, addresses, contact information, Social Security Number, financial

account information, driver's license, passport, health information, account credentials, and digital signatures.

WHAT WE ARE DOING

We are committed to patient privacy and take safeguarding personal information seriously. Following the incident, Datavant worked with external cybersecurity experts to resolve the phishing attack and implemented or updated a variety of technical security safeguards. In addition, Datavant regularly trains its employees on phishing awareness and preparedness.

WHAT YOU CAN DO

Individuals whose information may have been impacted and who receive a notification of this incident from Datavant can sign up for 2 years of credit monitoring by following the instructions in written 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 (866) 676-8792, Monday through Friday from 8:00a.m. to 5:30 p.m. Central Time, excluding major U.S. holidays.