

Notice of Data Security Event

A recent data security event involving Maryville, Inc. (“Maryville”) may affect the security of information related to certain Maryville patients. We are providing our patients with information about the event, our response, and additional measures they can take to help protect their information, should they feel it appropriate to do so.

What Happened? On or around May 6, 2024, Maryville identified suspicious activity within its email environment. In response, we commenced a prompt and thorough investigation with third-party specialists to determine the nature and scope of the activity. Through this investigation, we learned that one (1) corporate email account experienced unauthorized access. We are in the process of reviewing the information contained within the account to determine what patient information was impacted.

What Information was Involved? The review to determine the type of information involved is ongoing.

What We Are Doing? Along with providing the highest quality patient care, the confidentiality, privacy, and security of information is among Maryville’s highest priorities. When Maryville became aware of this event, we promptly took steps to investigate the activity. Further, Maryville is notifying the U.S. Department of Health and Human Services and when our data review is complete, we will be contacting patients directly who are or may be affected by this event.

What You Can Do? Patients should report any suspicious activity promptly to their insurance company, health care provider, or financial institution. Maryville is also providing information on best practices to help protect personal information. 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 credit reporting bureaus. 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. Should consumers wish to place a credit freeze or fraud alert, please contact the three major credit reporting bureaus. **Equifax** 1-888-298-0045 or <https://www.equifax.com/personal/credit-report-services/>; **Experian** 1-888-397-3742 or <https://www.experian.com/help/>; **TransUnion** 1-800-916-8800 or <https://www.transunion.com/credit-help>.

Consumers may further educate themselves regarding identity theft, fraud alerts, credit freezes, and the steps they 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, D.C. 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 and the relevant state attorney general.

For More Information. Individuals with questions regarding this event may call 888-498-7306, Monday through Friday, from 9:00 am – 9:00 pm Eastern Standard Time, excluding major holidays. Individuals can also write to Maryville at 526 South Burnt Mill Road, Voorhees, NJ 08043.

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