

Notice of Data Incident

June 25, 2025 – Clement Manor recently experienced a network disruption that affected its ability to access certain systems. Upon discovery, Clement Manor immediately began an investigation, which included working with third-party specialists, to determine the nature and scope of the outage, as well as restoring impacted systems and quickly returning to normal business operations. As part of the investigation, it was determined certain information may have been subject to unauthorized access or acquisition on or around April 14, 2025. While our investigation into the scope of impact resulting from this incident remains ongoing, including any information potentially affected, we are providing notification in an abundance of caution. The information believed to be potentially at risk may contain individuals' first and last name together with one or more of the following: address, date of birth, driver's license number, Social Security number, diagnosis/condition, medication information, health insurance information, provider name, other treatment information, and/or financial account information. Upon completion of its investigation, Clement Manor will directly notify individuals whose information is identified to have been at risk.

In response to this incident, we took immediate steps to secure Clement Manor systems and engage third-party specialists to assist in a thorough investigation and response. Additionally, we have implemented additional security measures to further minimize the risk of a similar incident occurring in the future. We also notified law enforcement and are reviewing our policies and procedures related to data protection. We are also providing individuals access to credit monitoring and identity protection services as an added precaution. If you have questions about this incident or would like to enroll in the credit monitoring and identity protection services, **please call (833) 367-7941** between the hours of 8:00 a.m. to 8:00 p.m. Eastern Time, Monday through Friday, excluding holidays. You may also write to us at 3939 S 92nd St., Greenfield, WI 53228.

In general, we encourage individuals to remain vigilant in regularly reviewing and monitoring all account statements, explanation of benefits statements, and credit history to guard against any unauthorized transactions or activity. Individuals can get one free credit report every year from each of the three major credit reporting bureaus: TransUnion; Experian; and Equifax. To order a free credit report, individuals may visit www.annualcreditreport.com or call 1-877-322-8228.

Individuals may also place a fraud alert or credit freeze by contacting the credit reporting agencies: TransUnion 1-800-680-7289, P.O. Box 2000 Chester, PA 19016, transunion.com; Experian 1-888-397-3742, P.O. Box 9554 Allen, TX 75013, experian.com; Equifax 1-888-298-0045, P.O. Box 105069 Atlanta, GA 30348, equifax.com.

You can further educate yourself regarding identity theft, fraud alerts, credit freezes, and steps to protect your personal information by contacting the credit reporting bureaus, the Federal Trade Commission ("FTC"), or their state Attorney General. The FTC may be reached at 600 Pennsylvania Ave. NW, Washington, D.C. 20580; www.identitytheft.gov; 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261. Instances of known or suspected identity theft should also be reported to law enforcement, the state Attorney General, and the FTC.