

NOTICE OF DATA PRIVACY INCIDENT

Michigan Masonic Home writes to supplement the prior notification posted on our website on November 8, 2024 regarding a recent incident that may impact the privacy of some of your information. While we continue to be unaware of any attempted or actual misuse of your information, we are providing you with this supplemental notice in an abundance of caution, to inform you of the incident, our response, and steps you may take to help protect your information, should you feel it necessary to do so. The confidentiality, privacy, and security of information in Michigan Masonic Home's care is one of its highest priorities and Michigan Masonic Home takes this incident very seriously.

What Happened? As a reminder, and as stated in our prior notification of November 8, 2024, Michigan Masonic Home recently became aware of suspicious activity related to two employee email accounts. We immediately took steps to secure the email accounts and launched an investigation to determine the nature and scope of the activity. Michigan Masonic Home's investigation determined that there was unauthorized access to one of the affected email accounts from July 30, 2024 to September 12, 2024, and to the second account from September 5, 2024 to September 11, 2024. Although we have no evidence to indicate that individuals' information was actually misused, we are providing you with this notice out of an abundance of caution.

Upon becoming aware of the unauthorized access, Michigan Masonic Home began a diligent and comprehensive review process to identify sensitive information that may have been contained within the impacted email account, and to identify the individuals whose information may have been impacted. Michigan Masonic Home then worked to identify appropriate contact information for the impacted individuals. That process recently completed, and Michigan Masonic Home mailed notification letters to impacted individuals on December 30, 2024, and is also providing this updated notification on its website now that the review is complete.

What Information Was Involved? The types of information involved vary by individual, but the review indicated that the following types of information were present in the impacted email accounts: names and dates of birth, Social Security numbers, Driver's License and/or State Identification numbers, financial account information, health insurance information, and medical information including, but not limited to, lab results, medical history information, treatment information, patient numbers, medical record numbers, prescription information, treating/referring physician, treatment location, Medicare/Medicaid information diagnosis information, and medical insurance information. At this time, we have no evidence that information was subject to actual or attempted misuse as a result of this incident.

What We Are Doing. The confidentiality, privacy, and security of information within our care is among Michigan Masonic Home's highest priorities. Upon learning of the incident, we took immediate steps to secure our email environment and investigate the activity. We commenced a forensic investigation to understand the nature and scope of the incident. As part of our ongoing commitment to the privacy of information in our care, we are reviewing our policies, procedures, and processes related to the storage and access of sensitive information to reduce the likelihood of a similar future incident.

For More Information. Potentially affected individuals may have questions regarding this incident that are not addressed in this letter. If you have additional questions and believe you may be impacted by this incident, please call the dedicated toll-free assistance line at 1-800-405-6108, Monday through Friday, excluding holidays, from 8:00 am to 8:00 pm Eastern time. You may also write to Michigan Masonic Home at 1200 Wright Avenue, Alma, MI 48801.

What You Can Do. While Michigan Masonic Home is not aware of any actual or attempted misuse of information as a result of this incident, Michigan Masonic Home nonetheless encourages potentially affected individuals to remain vigilant against incidents of identity theft and fraud by reviewing your account statements and to monitor your credit reports for suspicious activity. 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. Individuals may also directly contact the three major credit reporting bureaus listed below to request a free copy of their credit report.

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 one-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 an individual is a victim of identity theft, they are entitled to an extended fraud alert, which is a fraud alert lasting seven years. Should an individual wish to place a fraud alert, please contact any one 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 their consent. However, individuals should be aware that using a credit freeze to take control over who gets access to the personal and financial information in a 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, individuals cannot be charged to place or lift a credit freeze on their credit report. To request a credit freeze, individuals will need to provide the following information:

1. Full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security number;
3. Date of birth;
4. Addresses for the prior two to five years;
5. Proof of current address, such as a current utility bill or telephone bill;
6. A legible photocopy of a government-issued identification card (state driver’s license or ID card, etc.); and
7. A copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft if they are a victim of identity theft.

Should individuals wish to place a credit freeze, please contact the three major credit reporting bureaus listed below:

Equifax	Experian	TransUnion
https://www.equifax.com/personal/credit-report-services/	https://www.experian.com/help/	https://www.transunion.com/credit-help
1-888-298-0045	1-888-397-3742	1-800-916-8800
Equifax Fraud Alert, P.O. Box 105069 Atlanta, GA 30348-5069	Experian Fraud Alert, P.O. Box 9554, Allen, TX 75013	TransUnion Fraud Alert, P.O. Box 2000, Chester, PA 19016
Equifax Credit Freeze, P.O. Box 105788 Atlanta, GA 30348-5788	Experian Credit Freeze, P.O. Box 9554, Allen, TX 75013	TransUnion Credit Freeze, P.O. Box 160, Woodlyn, PA 19094

Individuals may further educate themselves regarding identity theft, fraud alerts, credit freezes, and the steps they can take to protect their 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, DC 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. Individuals can obtain further information on how to file such a complaint by way of the contact information listed above. Individuals 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, individuals 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 appropriate state Attorney General. This notice has not been delayed by law enforcement.