

NOTICE OF CYBER INCIDENT

Updated 7/16/25

Union County (the “County”) is updating its Notice of Cyber Incident to notify those individuals for whom we did not have sufficient contact information in connection with our July 16, 2025 mailing of notifications to the final set of impacted individuals related to this incident. We also are providing a toll-free telephone number **1-833-918-5956**, which can be called between 9:00 am and 9:00 pm Eastern Time (excluding major U.S. holidays). If you call the toll-free number, please be prepared to provide the following engagement number: **B149051**.

What Happened

On March 13, 2025, the County detected ransomware on our computer network. As soon as we learned this, we immediately launched an investigation with assistance from nationally recognized third-party cybersecurity and data forensics consultants to secure our network and investigate the scope of the incident. We also alerted federal law enforcement. On March 17, 2025, as part of the ongoing investigation, we determined that the cyber criminals took certain data from our network, which included personally identifiable information and/or protected health information. We then conducted a thorough review of the impacted data to determine: (1) what information was involved; and (2) who may have been affected. On June 26, 2025, we completed the review and began locating mailing addresses for individuals whose information was impacted in order to provide written notice of this incident. The County provided notice of this incident on its website and in the media while the investigation was ongoing, as required by Pennsylvania law and HIPAA. On June 26, 2025, we completed the review and began locating mailing addresses for individuals whose information was impacted in order to provide written notice of this incident.

What Information Was Involved

The County has determined that the data contains the following types of information: names, dates of birth, Social Security numbers, and driver’s license numbers. For a small number of individuals, financial account information was included in the affected data. Additionally, the impacted data included information related to services received from County Children and Youth Services, including case number or other identifier, court related documentation, information related to medical condition, treatment or diagnosis, medications, medical test results, names of healthcare providers, locations of medical services, dates of service, medical record number or unique identifiers related to medical treatment, insurance identification number, and/or insurance information.

What We Are Doing About It

As soon as we learned about this incident, we immediately worked with our team to secure our network and begin an investigation. We have notified the Union County District Attorney and will cooperate with any law enforcement investigation. To further enhance our security and to help prevent similar occurrences in the future, we have taken or will be taking the following steps:

1. Deployed security tools to enhance detection and accelerate response to cyber incidents;
2. Actively monitoring our network using end point detection tools to help ensure containment;
3. Conducted enterprise-wide password reset; and
4. Strengthened restrictions for external network access.

Additionally, the County notified the United States Department of Health and Human Services and all appropriate state regulators.

What You Can Do

We recommend that you take the following preventative measures to help detect and mitigate any misuse of your information:

1. Remain vigilant for incidents of fraud and identity theft by regularly reviewing your account statements, free credit reports, and Explanation of Benefits (EOB) forms for any unauthorized or suspicious activity. If you notice any health care services listed in your EOB that you did not receive, you should contact your health plan or doctor. Information on additional ways to protect your information, including how to obtain a free credit report and free security freeze, can be found at the end of this notice.
2. Report any incidents of suspected identity theft to your local law enforcement, state Attorney General, and the major credit bureaus.

For More Information

The privacy and security of your information is very important to the County, and we remain committed to protecting it.

MORE INFORMATION ABOUT IDENTITY THEFT AND WAYS TO PROTECT YOURSELF

Visit <https://www.experian.com/blogs/ask-experian/category/fraud-and-identity-theft/> for general information regarding identity protection. You can obtain additional information about fraud alerts, security freezes, and preventing identity theft from the consumer reporting agencies listed below and the Federal Trade Commission (FTC) by calling its identity theft hotline: 877-438-4338; TTY: 1-866-653-4261. They also provide information online at <https://consumer.ftc.gov/features/identity-theft>. The FTC's address is: Federal Trade Commission, Division of Privacy and Identity Protection, 600 Pennsylvania Avenue, NW, Washington, DC 20580. You have the ability to place a security freeze on your credit reports by contacting the following agencies.

National Credit Reporting Agencies Contact Information

Equifax P.O. Box 105788 Atlanta, GA 30348 1-888-298-0045 www.equifax.com	Experian P.O. Box 9554 Allen, TX 75013 1-888-397-3742 www.experian.com	TransUnion P.O. Box 2000 Chester, PA 19016 1-833-799-5355 www.transunion.com
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Obtain Your Credit Report

You should also monitor your credit reports. You may periodically obtain your credit reports from each of the national consumer reporting agencies. In addition, under federal law, you are entitled to one free copy of your credit report every 12 months from each of the three nationwide consumer reporting agencies listed above. You may obtain a free copy of your credit report by going to www.AnnualCreditReport.com or by calling (877) 322-8228. You also may complete the Annual Credit Report Request Form available from the FTC at <https://www.consumer.ftc.gov/sites/www.consumer.ftc.gov/files/articles/pdf/pdf-0093-annual-report-request-form.pdf> and mail it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281. You may also contact any of the three major consumer reporting agencies to request a copy of your credit report. You may be able to obtain one or more (depending on the state) additional copies of your credit report, free of charge. You must contact each of the credit reporting agencies directly.

If you discover inaccurate information or a fraudulent transaction on your credit report, you have the right to request that the consumer reporting agency delete that information from your credit report file.

Fraud Alerts

You may want to consider placing a fraud alert on your credit report. An initial fraud alert is free and will stay on your credit file for one year. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any new accounts in your name. To place a fraud alert on your credit report, contact any of the three national credit reporting agencies using the contact information listed above. As soon as one credit bureau confirms the fraud alert, they will notify the others. Additional information is available at www.annualcreditreport.com.

Security Freeze

You have the ability 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. To place a security freeze on your credit report, you may be able to use an online process, an automated telephone line, or a written request to all three of the credit reporting agencies listed above. 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; (5) a legible copy of a government-issued identification card, (6) proof of current address, such as a legible copy of a recent utility bill or bank or insurance statement, (7) a legible copy of a recent W-2, pay stub, or

Social Security card, and (8) if you are a victim of identity theft, a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft. It is essential that each copy be legible, display your name and current mailing address, and the date of issue. **Under federal law, you cannot be charged to place, lift, or remove a security freeze.**

After receiving your freeze request, each credit reporting company will send you a confirmation letter containing a unique PIN (personal identification number) or password. Keep the PIN or password in a safe place, you will need it if you choose to lift the freeze.

Protecting Your Medical Information

We have no information to date indicating that your medical information involved in this incident was or will be used for any unintended purposes. As a general matter, however, the following practices can help to protect you from medical identity theft.

- Only share your health insurance cards with your health care providers and other family members who are covered under your insurance plan or who help you with your medical care.
- Review your “explanation of benefits statement” which you receive from your health insurance company. Follow up with your insurance company or care provider for any items you do not recognize. If necessary, contact the care provider on the explanation of benefits statement and ask for copies of medical records from the date of the potential access (noted above) to current date.
- Ask your insurance company for a current year-to-date report of all services paid for you as a beneficiary. Follow up with your insurance company or the care provider for any items you do not recognize.

Additional Helpful Information

Even if you do not find any suspicious activity on your initial credit reports, the Federal Trade Commission (FTC) recommends that you check your credit reports periodically. Checking your credit report periodically can help you spot problems and address them quickly.

If you find suspicious activity on your credit reports or have reason to believe your information is being misused, call your local law enforcement agency and file a police report. Be sure to obtain a copy of the police report, as many creditors will want the information it contains to absolve you of the fraudulent debts. You may also file a complaint with the FTC by contacting them at the information provided above. This notice was not delayed as a result of a law enforcement investigation.

If your personal information has been used to file a false tax return, to open an account or to attempt to open an account in your name, or to commit fraud or other crimes against you, you may file a police report in the city in which you currently reside.