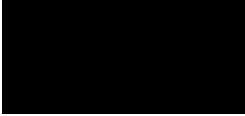




Endue Software
c/o Cyberscout
555 Monster Rd SW
Renton, WA 98057
USBFS545

0.0000028 #



April 11, 2025

Dear [REDACTED]:

Endue Software (“Endue”) is writing to inform you of an incident that may impact the privacy of some of your information. Endue provides a software solution built to assist clients in managing infusion care across the United States. You are receiving this letter because your information was provided to us by Twelfth One, LLC in order to appropriately administer those services. Although we are not aware of any identity theft or fraud as a result of this incident, we are providing you with information about the incident, our response, and steps you can take, should you feel it appropriate to do so.

What Happened? On February 17, 2025, we learned of potential unauthorized access to certain Endue systems. Upon learning of the activity, we immediately took steps to secure our environment and began an investigation to determine the nature and scope of the activity. The investigation determined the activity was the result of a cybersecurity event and an unauthorized actor accessed certain computer systems for a brief period of time on February 16, 2025. During this time, files from certain internal systems were copied. As a result, we undertook an extensive review of the involved files to determine whether they contained sensitive information, to whom the information relates, and to which clients affected individuals’ information was provided from.

What Information Was Involved? This review was recently completed and we determined that your information was present in the involved files and we are notifying you out of an abundance of caution. This information includes your name, date of birth, Social Security number, and medical record number.

What We Are Doing. We treat the responsibility to safeguard information in our possession as an utmost priority. Upon learning of this incident, we promptly took steps to secure our systems, began a comprehensive investigation, and worked diligently to provide affected individuals with notice. As part of our commitment to the privacy and security of information in our care, we continue to review and enhance existing policies and procedures relating to data protection and security. We also implemented additional security measures to mitigate risk associated with this event and to help prevent similar future incidents. We also notified law enforcement and are providing notice of this incident to relevant regulators.

Out of an abundance of caution, we are providing you with access to **Single Bureau Credit Monitoring/Single Bureau Credit Report/Single Bureau Credit Score** services at no charge. These services provide you with alerts for [REDACTED] months from the date of enrollment when changes occur to your credit file. This notification is sent to you the same day that the change or update takes place with the bureau. Finally, we are providing you with proactive fraud assistance to help with any questions that you might have or in event that you become a victim of fraud. These services will be provided by Cyberscout, a TransUnion company specializing in fraud assistance and remediation services. While we are covering the cost of these

services, due to privacy restrictions, you will need to complete the activation process yourself. Enrollment instructions are included in this letter below.

What You Can Do. Although there is no evidence of any actual or attempted identity theft or fraud of your information, as a general best practice, we encourage you to remain vigilant against incidents of identity theft and fraud by reviewing your account statements and monitoring your free credit reports and explanation of benefits for suspicious activity and to detect errors. You can also find out more about how to safeguard your information in the enclosed *Steps You Can Take to Help Protect Your Information*.

For More Information. We understand you may have questions about this incident that are not addressed in this letter. To ensure your questions are answered in a timely manner, please call the dedicated assistance line at: 1-833-998-5748 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 directly at: 29 North Street, Unit A, Portland, ME 04101.

Sincerely,

Endue Software