

NOTICE OF SECURITY DATA BREACH

March 9, 2022

Dear Clients of Familylinks:

We are posting this public notice of a security incident that may involve your confidential information because we have insufficient or out-of-date contact information required to send you an individual notice.

BACKGROUND.

Vantage Holding Company, LLC d/b/a Vantage Care Apothecary (“Vantage”), a former vendor of Familylinks, Inc. (“Familylinks”) provided in office pharmacy services at various Familylinks’ locations, pursuant to a written contract and business associate agreement, during approximately 2013 through 2017.

WHAT HAPPENED.

On January 20, 2022, Familylinks first received notice from Vantage of a data breach occurring within its computer systems that Vantage opines potentially involved approximately 1500 clients of Familylinks. Vantage also posted a public press release regarding this issue, on January 14, 2022; however, Vantage’s press release does not specifically reference that the breach potentially involved the confidential data of approximately 1500 clients of Familylinks. Therefore, Familylinks is providing this separate notice in order to provide our clients with sufficient notice that a security breach occurred that may involve your confidential information.

WHAT INFORMATION WAS INVOLVED?

The January 14, 2022 notice and press release provided by Vantage to Familylinks provides, in relevant part, that:

“On October 17, 2021, Vantage learned of suspicious activity occurring within certain computer systems. Vantage immediately launched an investigation to determine the nature and scope of the incident. On November 18, 2021, the investigation indicated that certain Vantage systems were accessed on October 17, 2021, and that limited data, which may have included personal information, was taken by an unknown actor. Out of an abundance of caution, Vantage began reviewing impacted data to identify personal information as well as its records to identify address information for individuals.

To date, Vantage determined, through its investigation, that the information potentially at risk includes certain individuals’ names, addresses, dates of birth, and health information, including diagnoses or conditions, lab results, and medications. Vantage has seen no indication that any information has been subject to actual or attempted misuse in relation to this incident.” (A copy of the Media Notice published by Vantage, on January 14, 2022 is attached for reference).

WHAT WE ARE DOING.

While neither Vantage nor Familylinks are aware of any misuse of any personal information, we are taking this incident and the security of our clients' confidential information very seriously. We are notifying federal and state regulatory agencies as required. Additionally, on behalf of Familylinks, Vantage is providing information about obtaining a free copy of your credit report, your right to place a "security freeze" on your credit report, and your right to place an initial or extended "fraud alert" on your file at no cost. As an additional precaution, Vantage is offering twelve months (twenty-four months in Massachusetts, Connecticut, and Washington, D.C.) of credit monitoring services in Equifax® Credit Watch™ Gold at no cost.

WHAT YOU CAN DO?

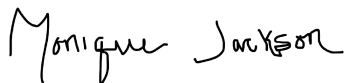
We encourage impacted individuals to remain vigilant against incidents of identity theft and fraud, to review your account statements, and to monitor your credit reports for suspicious activity. You can find out more about how to protect against identity theft and fraud in the attached document entitled "*Steps You Can Take to Protect Personal Information.*" This document provides more information on the credit monitoring services offered by Vantage and how to enroll in the free credit monitoring services referenced above.

FOR MORE INFORMATION.

We understand that you may have questions and concerns regarding this incident that are not addressed in this notice. If you have additional questions and/or concerns, please contact the dedicated assistance line that Vantage has set up to help you at: (855) 604-1764, Monday through Friday, 09:00 a.m. to 09:00 p.m. Eastern Standard Time.

We sincerely regret any inconvenience or concern that this incident may have caused you.

Sincerely,



Monique Jackson
Chief Operating Officer
Familylinks
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*For Media Inquiries:
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Vantage Holding Company, LLC Provides Notice of Privacy Incident

Erie, PA – January 14, 2022 – Vantage Holding Company, LLC (“Vantage”) is providing notice of a recent incident that may affect the security of some information pertaining to certain individuals. The confidentiality, privacy, and security of information in Vantage’s care is among its highest priorities and Vantage takes this incident very seriously. Please note, Vantage has no indication that anyone’s information has been subject to actual or attempted misuse in relation to this incident.

On October 17, 2021, Vantage learned of suspicious activity occurring within certain computer systems. Vantage immediately launched an investigation to determine the nature and scope of the incident. On November 18, 2021, the investigation indicated that certain Vantage systems were accessed on October 17, 2021, and that limited data, which may have included personal information, was taken by an unknown actor. Out of an abundance of caution, Vantage began reviewing impacted data to identify personal information as well as its records to identify address information for individuals.

To date, Vantage determined, through its investigation, that the information potentially at risk includes certain individuals’ names, addresses, dates of birth, and health information, including diagnoses or conditions, lab results, and medications. Vantage has seen no indication that any information has been subject to actual or attempted misuse in relation to this incident.

While unaware of misuse of any personal information, beginning on January 14, 2022, Vantage began mailing notices to those impacted by this incident, and provided information about the event and steps that can be taken to safeguard one’s information. Specifically, Vantage encourages impacted individuals to remain vigilant against incidents of identity theft and fraud, to review their account statements, and to monitor their credit reports for suspicious activity. Vantage also provides information about obtaining a free copy of their credit report, their right to place a “security freeze” on their credit report, and their right to place an initial or extended “fraud alert” on their file at no cost. Individuals can further educate themselves regarding identity theft, fraud alerts, security freezes, and the steps they can take to protect themselves by contacting the consumer reporting agencies, the Federal Trade Commission, or their state Attorney General. As a precaution, Vantage is also offering impacted individuals with credit monitoring services at no cost.

Vantage takes this incident and the security of information within its care very seriously. Upon becoming aware of this incident, Vantage immediately launched an in-depth investigation to determine the nature and scope of the incident. As part of Vantage’s ongoing commitment to information security, it is reviewing its existing policies and procedures regarding data privacy and is evaluating additional measures and safeguards to protect against this type of the incident in the future. In addition to notifying impacted individuals, Vantage is also notifying state and federal regulators, as required.

Vantage has established a dedicated call center for individuals to contact with questions or concerns or to determine if they are impacted. This dedicated call center can be reached at 855-604-1764 Monday through Friday, 9:00 a.m. to 9:00 p.m. Eastern Time.

Monitor Your Accounts

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 your free credit report, visit www.annualcreditreport.com or call, toll-free, 1-877-322-8228. You may also directly contact the three major credit reporting bureaus listed below to request a free copy of your 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 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 you are a victim of identity theft, you are entitled to an extended fraud alert, which is a fraud alert lasting seven years. Should you 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 your name without your consent. However, you should be aware that using a credit freeze to take control over who gets access to the personal and financial information in your credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application you make regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, you cannot be charged to place or lift a credit freeze on your credit report. To request a security freeze, you 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 you are a victim of identity theft.

Should you 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	1-833-395-6938
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

Additional Information

You may further educate yourself regarding identity theft, fraud alerts, credit freezes, and the steps you can take to protect your personal information by contacting the consumer reporting bureaus, the Federal Trade Commission, or your 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. You can obtain further information on how to file such a complaint by way of the contact information listed above. You have the right to file a police report if you ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, you will likely need to provide some proof that you have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement and your state Attorney General. This notice has not been delayed by law enforcement.