

Notice of Data Security Incident

ALLENTOWN, PENNSYLVANIA–October 6, 2026 – Secure Healthcare Information Management, LLC (“SHIM”) is providing notice of a recent data security incident that may have involved personal and/or protected health information. SHIM is a billing and medical management company for independent physicians and medical institutions in the Northeastern part of Pennsylvania. SHIM takes the privacy and security of all information within its possession very seriously. SHIM has sent notice of this incident to potentially affected individuals and provided resources to assist them.

On July 17, 2026, SHIM experienced a network disruption and immediately initiated an investigation of the matter with the assistance of cybersecurity experts. The investigation revealed certain personal information was accessed or acquired without authorization by an unknown actor at some point between July 6, 2026 to July 16, 2026. SHIM then undertook a comprehensive review of those files to determine whether it included personal information. On September 18, 2026, SHIM confirmed the scope of the impact and secured information sufficient to effectuate notice.

The potentially impacted information may have included names, dates of birth, Social Security numbers, driver’s license or state identification numbers, medical information, and health insurance information.

As soon as the incident was discovered, SHIM took the steps referenced above. SHIM also reported the incident to the U.S. Health and Human Services Office for Civil Rights and consumer reporting agencies. SHIM also implemented several measures to reduce the risk of similar future incidents.

On October 6, 2026, SHIM mailed notice of this incident to potentially impacted individuals for which SHIM had identifiable address information. The notice provided information about the incident and resources that potentially impacted individuals could utilize to protect their information. For eligible individuals, this also included the opportunity to enroll in complimentary identity protection services through Cyberscout, a TransUnion company specializing in fraud assistance and remediation services.

SHIM has established a toll-free call center to answer questions about the incident. The call center is available Monday through Friday from 8:00 a.m. to 8:00 p.m. Eastern Time (excluding major U.S. holidays) and can be reached at 1-833-516-7420.

We are providing the following information to help those who want to know more about steps they can take to protect themselves and their personal information:

What steps can I take to protect my personal information?

- Please notify your financial institution immediately if you detect any suspicious activity on any of your accounts, including unauthorized transactions or new accounts opened in your name that you do not recognize. You should also promptly report any fraudulent activity or any suspected incidents of identity theft to proper law enforcement authorities.
- You can request a copy of your credit report, free of charge, directly from each of the three nationwide credit reporting agencies. To do so, free of charge once every 12 months, please visit www.annualcreditreport.com or call toll free at 1-877-322-8228. Contact information for the three nationwide credit reporting agencies is listed at the bottom of this page.
- You can take steps recommended by the Federal Trade Commission to protect yourself from identify theft. The FTC’s website offers helpful information at www.ftc.gov/idtheft.
- Additional information on what you can do to better protect yourself is included in your notification letter.

How do I obtain a copy of my credit report?

You can obtain a copy of your credit report, free of charge, directly from each of the three nationwide credit reporting agencies. To order your credit report, free of charge once every 12 months, please visit www.annualcreditreport.com or call toll free at 1-877-322-8228, or by completing an Annual Credit Report Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348. Use the following contact information for the three nationwide credit reporting agencies:

Equifax
P.O. Box 105851
Atlanta, GA 30348
1-800-525-6285
www.equifax.com

Experian
P.O. Box 9532
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/get-credit-report

How do I put a fraud alert on my account?

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 at least one year. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any accounts in your name. To place a fraud alert on your credit report, contact any of the three credit reporting agencies identified above. Additional information is available at www.annualcreditreport.com. For TransUnion: www.transunion.com/fraud-alerts.

How do I put a security freeze on my credit reports?

You also have the right to place a security freeze on your credit report. 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 need to make a request to each consumer reporting agency. You may make that request by certified mail, overnight mail, or regular stamped mail, or online by following the instructions found at the websites listed below. You will need to provide the following information when requesting a security freeze (note that if you are making a request 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) address. You may also be asked to provide other personal information such as your email address, a copy of a government-issued identification card, and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, display your name and current mailing address, and the date of issue. There is no charge to place, lift, or remove a freeze. You may obtain a security freeze by contacting any one or more of the following national consumer reporting agencies:

Equifax Security Freeze
PO Box 105788
Atlanta, GA 30348
1-800-685-1111
www.equifax.com

Experian Security Freeze
PO Box 9554
Allen, TX 75013
1-888-397-3742
www.experian.com

TransUnion (FVAD)
PO Box 2000
Chester, PA 19016
1-833-799-5355
www.transunion.com/credit-freeze

What should I do if my family member was involved in the incident and is deceased?

You may choose to notify the three major credit bureaus, Equifax, Experian and Trans Union, and request they flag the deceased credit file. This will prevent the credit file information from being used to open credit. To make this request, mail a copy of your family member's death certificate to each company at the addresses below.

Equifax
Equifax Information Services
P.O. Box 740256
Atlanta, GA 30374

Experian
Experian Information Services
P.O. Box 9701
Allen, TX 75013

TransUnion
Transunion Information Services
P.O. Box 2000
Chester, PA 19016

What should I do if my minor child or protected person's information was involved in the incident?

You can request that each of the three national credit reporting agencies perform a manual search for a minor's or protected person's Social Security number to determine if there is an associated credit report. Copies of identifying information for the minor and parent/guardian may be required, including birth or adoption certificate, Social Security card and government issued identification card. If a credit report exists, you should request a copy of the report and immediately report any fraudulent accounts to the credit reporting agency. You can also report any misuse of a minor's information to the FTC at <https://www.identitytheft.gov/>. For more information about Child Identity Theft and instructions for requesting a manual

Social Security number search, visit the FTC website: <https://www.consumer.ftc.gov/articles/0040-child-identity-theft>.
Contact information for the three credit reporting agencies may be found above.