

Notice of Data Security Incident

Wayne Memorial Hospital (“WMH”) is writing to inform you of a data security incident that may have resulted in unauthorized access to your personal information. This letter provides you with information about the incident and the steps we are taking in response, as well as steps you can take to protect yourself from any potential harm.

What Happened

On June 3, 2024, WMH detected a ransomware event, whereby an unauthorized third party gained access to WMH’s network, encrypted some of WMH’s data, and left a ransom note on WMH’s network. Upon discovery of this event, WMH immediately disconnected access to its network and took certain systems offline while it worked to safely and securely restore its network from backups. WMH also engaged legal counsel and cybersecurity professionals to help secure WMH’s network and conduct a forensic investigation.

WMH’s forensic investigation found evidence that the unauthorized actor had access to a limited number of WMH systems between May 30, 2024 and June 3, 2024. Upon learning this, WMH began a comprehensive review of those files to identify and notify any individuals whose personal information was contained in those files.

While WMH conducted its review, on August 2, 2024, WMH posted a public notice of this incident on its website and published a media notice with the Press Sentinel in Jesup, Georgia. WMH recently completed its review and on August 27, 2025, WMH mailed notice letters to those individuals whose personal information may have been involved.

What Information Was Involved

While the information involved varies for each individual, WMH’s investigation determined that the unauthorized actor may have had access to the following categories of information: names, dates of birth, Social Security numbers, driver’s license numbers, state identification numbers, user ids and passwords, financial account numbers, credit or debit card numbers, credit card expiration dates or CVV codes, Medicare or Medicaid numbers, health insurance member numbers, healthcare provider numbers, diagnoses, medical histories, treatment information, prescription information, and lab test results.

Again, the information involved varies for each individual, and not every category applies in each individual case. The notice letters that WMH mailed to affected individuals list the specific data elements that may have been involved for each individual.

What We Are Doing

Data privacy and security are among WMH’s highest priorities. Since the discovery of the incident, WMH moved quickly to secure our systems. Specifically, WMH added new intrusion detection and response tools, reset all passwords, and made additional enhancements to WMH’s network security. WMH also engaged specialized cybersecurity professionals to conduct a forensic investigation to determine the nature and scope of the Incident. WMH will continue to take steps to mitigate the risk of future harm.

WMH is also **offering free credit monitoring and identity theft protection services** to those individuals whose personal information was involved. The notice letters that WMH mailed on August 27, 2025 include instructions on how to enroll in those services

What You Can Do

We encourage you to remain vigilant against identity theft and fraud by reviewing your account statements and monitoring your credit reports for suspicious activity. We also provided instructions below on additional steps you can take to help protect your information, including how to obtain a free copy of your credit report, and how to place a fraud alert or a security freeze on your credit file with one of the nationwide credit bureaus.

For More Information

If you have any questions or concerns not addressed in this letter, please call (833) 426-4616 (toll free).

Sincerely,

Greg Jones
Chief Financial Officer
Wayne Memorial Hospital

Steps You Can Take to Help Protect Your Information

Credit Reports: You may obtain a copy of your credit report, free of charge, whether or not you suspect any unauthorized activity on your account. You may obtain a free copy of your credit report from each of the three nationwide credit reporting agencies. To order your free credit report, please visit www.annualcreditreport.com, or call toll-free at 1-877-322-8228. You can also order your annual free credit report by mailing a completed Annual Credit Report Request Form (available at <https://www.consumer.ftc.gov/articles/0155-free-credit-reports>) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281.

Fraud Alerts: You can place fraud alerts with the three credit bureaus by phone or online. A fraud alert tells creditors to follow certain procedures, including contacting you, before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit. Initial fraud alerts last for one year. Victims of identity theft can also get an extended fraud alert for seven years.

Experian

P.O. Box 9554
Allen, TX 75013
1-888-397-3742

TransUnion

P.O. Box 2000
Chester, PA 19016
1-800-680-7289

Equifax

P.O. Box 105069
Atlanta, GA 30348
1-800-525-6285

www.experian.com/fraud/center.html | www.transunion.com/fraud-alerts | <https://www.equifax.com/personal/credit-report-services/credit-fraud-alerts/>

Monitoring: You should always remain vigilant for incidents of fraud and identity theft by reviewing credit card account statements and by monitoring your credit report for suspicious or unusual activity.

Security Freeze: You 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, regular stamped mail, or by following the instructions found at the websites listed below. The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse or a minor under the age of 16, 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; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. The request must also include 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. It is free to place, lift, or remove a security freeze. You may also place a security freeze for children under the age of 16. You may obtain a free security freeze by contacting any one or more of the following national consumer reporting agencies:

Experian

P.O. Box 9554
Allen, TX 75013
1-888-397-3742

TransUnion

P.O. Box 160
Woodlyn, PA 19094
1-888-909-8872

Equifax

P.O. Box 105788
Atlanta, GA 30348-5788
1-888-298-0045

www.experian.com/freeze/center.html | www.transunion.com/credit-freeze | <https://www.equifax.com/personal/credit-report-services/credit-freeze/>

File Police Report: You have the right to file or obtain a police report if you experience identity fraud. Please note that in order to file a crime report or incident report with law enforcement for identity theft, you will likely need to provide proof that you have been a victim. A police report is often required to dispute fraudulent items. You can generally report suspected incidents of identity theft to local law enforcement or to the Attorney General.

FTC and Attorneys General: You can further educate yourself regarding identity theft, fraud alerts, security freezes, and the steps you can take to protect yourself, by contacting the consumer reporting agencies, the Federal Trade Commission, or your state Attorney General. The Federal Trade Commission can be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580, www.identitytheft.gov, 1-877-ID-THEFT (1-877-438-4338), 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. Instances of known or suspected identity theft should also be reported to law enforcement.

This notice was not delayed as a result of any law enforcement investigation.

For Arizona residents, the Attorney General may be contacted at the Consumer Protection & Advocacy Section, 2005 North Central Avenue, Phoenix, AZ 85004, 1-602-542-5025.

For Colorado residents, the Attorney General may be contacted through Consumer Protection 1300 Broadway, 9th Floor, Denver, CO 80203 1-720-508-6000, www.coag.gov.

For District of Columbia residents, the Attorney General may be contacted at the Office of the Attorney General for the District of Columbia, 441 4th Street NW, Washington, DC 20001, 1-202-727-3400, www.oag.dc.gov.

For Illinois residents, the Attorney General can be contacted at 100 West Randolph Street, Chicago, IL 60601; 1-866-999-5630; www.illinoisattorneygeneral.gov.

For Iowa residents, you can report any suspected identity theft to law enforcement or to the Attorney General.

For Massachusetts residents, you have the right to obtain a police report filed in regard to this incident. If you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it.

For Maryland residents, you may also wish to review information provided by the Maryland Attorney General on how to avoid identity theft at <https://www.marylandattorneygeneral.gov/Pages/IdentityTheft/default.aspx>, or by sending an email to idtheft@oag.state.md.us, or calling 410-576-6491.

For New Mexico residents, state law advises you to review personal account statements and credit reports, as applicable, to detect errors resulting from the security breach. You also have rights pursuant to the Fair Credit Reporting Act, such as the right to be told if information in your credit file has been used against you, the right to know what is in your credit file, the right to ask for your credit score, and the right to dispute incomplete or inaccurate information. Further, pursuant to the Fair Credit Reporting Act, the consumer reporting agencies must correct or delete inaccurate, incomplete, or unverifiable information; consumer reporting agencies may not report outdated negative information; access to your file is limited; you must give your consent for credit reports to be provided to employers; you may limit “prescreened” offers of credit and insurance you get based on information in your credit report; and you may seek damages from violators. You may have additional rights under the Fair Credit Reporting Act not summarized here.

Identity theft victims and active duty military personnel have specific additional rights pursuant to the Fair Credit Reporting Act. We encourage you to review your rights pursuant to the Fair Credit Reporting Act at www.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf or by writing Consumer Response Center, Room 130-A, Federal Trade Commission, 600 Pennsylvania Ave. N.W., Washington, D.C. 20580.

For New York residents, you may contact and obtain information from these state agencies: *New York Department of State Division of Consumer Protection*, One Commerce Plaza, 99 Washington Ave., Albany, NY 12231-0001, 518-474-8583 / 1-800-697-1220, <http://www.dos.ny.gov/consumerprotection>; and *New York State Office of the Attorney General*, The Capitol, Albany, NY 12224-0341, 1-800-771-7755, <https://ag.ny.gov>

For North Carolina residents, the Attorney General can be contacted at 9001 Mail Service Center, Raleigh, NC 27699-9001, 1-877-566-7226 or 1-919-716-6400, and www.ncdoj.gov. You may also obtain information about steps you can take to prevent identify theft from the North Carolina Attorney General at <https://ncdoj.gov/protecting-consumers/protecting-your-identity/protect-yourself-from-id-theft/>.

For Oregon residents, you are advised to report any suspected identity theft to law enforcement, including the Attorney General, and the Federal Trade Commission.

For Rhode Island residents, you have the right to file and obtain a copy of a police report. You also have the right to request a security freeze, as described above. 5 Rhode Island residents may have been affected by this incident. You may contact and obtain information from your state attorney general at: *Rhode Island Attorney General's Office*, 150 South Main Street, Providence, RI 02903, 1-401-274-4400, www.riag.ri.gov.

For Vermont Residents: If you do not have internet access but would like to learn more about how to place a security freeze on your credit report, contact the Vermont Attorney General's Office at 802-656-3183 (800-649-2424 toll free in Vermont only).