

**Notice of Data Incident**  
**January 24, 2025**

Pinnacle Holdings, LTD provides healthcare consulting services to its clients and is providing notification of a recent incident. Unfortunately, we recently suffered a data incident that may affect the privacy of certain information provided to us by our clients.

On November 25, 2024, we experienced a network disruption that impacted certain systems. Upon discovery, we took immediate action to address and investigate the event, which included engaging third-party specialists to assist with determining the nature and scope of the incident. The investigation determined that limited information maintained on our network may have been acquired by an unauthorized actor between November 11, 2024, and November 25, 2024. Therefore, we initiated a review of the information potentially involved to determine the type(s) of data contained within and to whom that information pertained. Although our review is ongoing, the information likely varied by individual but may include address, phone number, email address, Social Security number, driver's license/state ID number, date of birth, medical diagnosis/treatment information, prescription information, date of service, patient ID number, provider name, medical record number, Medicare/Medicaid number, health insurance information, health insurance claim number, health insurance policy number, and/or treatment cost information.

We have taken steps to address the incident and are committed to protecting the information entrusted to us. Upon learning of this incident, we immediately began an investigation and reported the incident to law enforcement. We also implemented additional safeguards to further enhance the security of information in our possession and to help prevent similar incidents from occurring in the future.

Additionally, we will be mailing notice letters to potentially affected individuals for whom we have address information. The letters will include information about this incident and steps that individuals can take to monitor and help protect their information, including access to free credit monitoring and identity protection services. Additional steps that individuals may take to monitor and protect their information are also included below. We have also established a toll-free call center to answer questions about the incident, provide access to free credit monitoring and identity protection services for potentially affected individuals, and address related concerns. The call center is available between the hours of 7:00 AM and 4:30 PM Mountain Time, Monday through Friday, excluding major U.S. holidays, and can be reached at 866-686-2607. You can also reach us by writing to 9085 E. Mineral Circle, Suite 110, Centennial, CO 80112.

In general, we encourage individuals to remain vigilant against incidents of identity theft and fraud by reviewing credit reports/account statements and explanation of benefits forms for suspicious activity and to detect errors. Under U.S. law, individuals are entitled to one free credit report annually from each of the three major credit reporting bureaus, TransUnion, Experian, and Equifax. To order your free credit report, visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call 1-877-322-8228.

Individuals have the right to place an initial or extended fraud alert on a credit file at no cost. If individuals are a victim of identity theft, they are entitled to an extended fraud alert lasting seven years. As an alternative to a fraud alert, they have the right to place a credit freeze on a credit report. The credit freeze is designed to prevent credit, loans, and services from being approved without consent. Pursuant to federal law, individuals cannot be charged to place or lift a credit freeze on your credit report.

Should you wish to place a fraud alert or credit freeze, please contact the three major credit reporting bureaus listed below:

TransUnion	Experian	Equifax
1-800-680-7289	1-888-397-3742	1-888-298-0045
<a href="http://www.transunion.com">www.transunion.com</a>	<a href="http://www.experian.com">www.experian.com</a>	<a href="http://www.equifax.com">www.equifax.com</a>

You can further educate yourself regarding identity theft, fraud alerts, credit freezes and the steps you can take to protect your personal information by contacting the credit reporting bureaus, the Federal Trade Commission (FTC), or your state Attorney General. The FTC also encourages those who discover that their information has been misused to file a complaint with them. The FTC may be reached at 600 Pennsylvania Ave. NW, Washington, D.C. 20580; [www.identitytheft.gov](http://www.identitytheft.gov); 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261. Instances of known or suspected identity theft should also be reported to law enforcement, your state Attorney General, and the FTC.