Sutherland Healthcare Solutions Notice of Data Event

Clifton, New Jersey – November 10, 2026 – Sutherland Healthcare Solutions, Inc. ("Sutherland") hereby provides notice about a data event that involved certain individuals' personal data.

Sutherland provides business process services to healthcare organizations. Sutherland recently became aware of access to personal data by unauthorized individuals who were providing services on behalf of Sutherland employees. Sutherland immediately terminated the employees' access rights and launched an investigation.

The access occurred in the course of support services performed by Sutherland on behalf of a health insurance company at various points in time between November 23, 2023, and July 16, 2026. After notifying the health insurance company, Sutherland collaborated with them and worked diligently to determine the individuals and data involved for purposes of making appropriate notifications. That determination occurred on or about September 11, 2026.

Sutherland has mailed notification letters to the individuals whose personal information was accessed without authorization, except when an address for them could not be determined. The records involved include an individual's name, address, phone number, Social Security number, health care identification, date of birth, date of service, group ID and/or claim number. The records do not include financial account numbers.

Sutherland has no evidence indicating that the accessed information has been misused. Nonetheless, as part of Sutherland's response to these events and its ongoing commitment to information security, Sutherland continues to review and update its training, processes, and procedures, and is working to implement measures to reduce the possibility of a similar incident in the future. Sutherland is also cooperating with law enforcement. For individuals whose information was involved, Sutherland is providing complimentary credit monitoring (as explained in Sutherland's notification letters to such individuals). If you have questions or would like additional information, including whether you are one of the above-described individuals for which Sutherland was not able to determine an address, you may contact Sutherland at 833-985-1680.

Sutherland encourages all individuals to remain vigilant as to potential incidents of identity theft and fraud by reviewing account statements and periodically reviewing their credit report. Individuals may obtain a free copy of their credit report by calling 1-877-322-8228 or by visiting www.annualcreditreport.com and following instructions for submission of requests. Relevant contact information for the national credit reporting agencies is as follows:

Equifax, PO Box 740241, Atlanta, GA 30374, www.equifax.com, 1-800-685-1111
Experian, PO Box 2104, Allen, TX 75013, www.experian.com, 1-888-397-3742
TransUnion, PO Box 2000, Chester, PA 19016, www.transunion.com, 1-833-799-5355

Upon receipt of credit reports, individuals should review them carefully. They should look for unrecognized accounts or creditor inquiries, and for inaccuracies in reported data such as address, payment history, or date of birth. If anything looks incorrect, individuals should contact the credit reporting agency using contact information provided with the report. Individuals may also contact the Federal Trade Commission ("FTC") or their state Attorney General for information about identity theft and credit report fraud alerts and security freezes. The FTC may be contacted at 600 Pennsylvania Avenue NW, Washington, DC 20580, 1-877-ID-THEFT (438-4338), and TTY: 1-866-653-4261.