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September 5, 2025

VIA OVERNIGHT MAIL

Office of the Attorney General
150 South Main Street
Providence, RI 02903

Re: Incident Notification

Dear Sir or Madam:

We are writing on half of New York Blood Center Enterprises ("NYBCe"), to notify you of a security incident.

On January 26, 2025, NYBCe experienced a cybersecurity incident that affected its internal computer systems. NYBCe took immediate action to secure its systems and launched an investigation with help from cybersecurity partners. The investigation determined that, between January 20 and January 26, 2025, an unauthorized party gained access to the NYBCe network and acquired copies of a subset of its files. NYBCe reviewed those files, and on June 30, 2025, the review process generated a preliminary list of individuals whose information was included in the files. After the initial file review process identified potential individuals to notify, NYBCe conducted extensive analysis and review of the draft list to work to develop the final list of individuals to notify, accounting for factors such as obtaining addresses and overall review of the list to support timely and accurate notification. NYBCe completed this process on August 12, 2025. The information involved varied by individual but may have included names, Social Security numbers, driver's license or other government identification card numbers and/or financial account information.

On September 5, 2025, NYBCe began mailing notification letters via U.S. First-Class mail to the 1,122 Rhode Island residents whose information was involved in the incident. A copy of the notification is enclosed. NYBCe is offering one year of complimentary credit monitoring and identity theft protection services to individuals whose Social Security number or driver's license number was involved. NYBCe has also established a dedicated, confidential call center to answer any questions notified individuals may have.

Atlanta Austin Chicago Cincinnati Cleveland Columbus Dallas Denver Houston Los Angeles
New York Orange County Orlando Philadelphia San Francisco Seattle Washington, DC Wilmington

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To help prevent something like this from happening again, NYBCe has, and is continuing to, enhance its security protocols and technical safeguards to further protect and monitor its systems.

Please do not hesitate to contact me if you have any questions regarding this matter.

Sincerely,

A handwritten signature in black ink, appearing to read 'A. Vold', with a stylized, flowing script.

Aleksandra M. S. Vold
Partner

Enclosure



Secure Processing Center
P.O. Box 3826
Suwanee, GA 30024

Postal Endorsement Line

<<Full Name>>

<<Address 1>>

<<Address 2>>

<<Address 3>>

<<City>>, <<State>> <<Zip>>

<<Country>>

***Postal IMB Barcode

<<Date>>

Dear <<Full Name>>:

New York Blood Center Enterprises takes the confidentiality and security of our current and former employees' information very seriously. Regrettably, we recently addressed a cybersecurity incident involving some of that information. We wanted to share with you the measures we have taken and some steps you may consider taking in response.

What Happened? On January 26, 2025, we experienced a cybersecurity incident that affected our internal computer systems. We took immediate action to secure our systems and launched an investigation with help from cybersecurity partners. The investigation determined that, between January 20 and January 26, 2025, an unauthorized party gained access to our network and acquired copies of a subset of our files.

What Information Was Involved? Some of the files contained employment-related information. The information in those files varied by individual but may have included your name, Social Security number, driver's license or other government identification card number, and/or financial account information if you participated in direct deposit.

What We Are Doing and What You Can Do. We want to assure you that we take this matter very seriously, and we regret any concern this may cause you. To help prevent something like this from happening again, we have, and are continuing to, enhance our security protocols and technical safeguards to further protect and monitor our systems. We have also arranged for you to receive a complimentary one-year membership to Experian's® IdentityWorksSM credit and identity monitoring services. This product helps detect possible misuse of your information and provides you with identity protection services. These services are completely free to you and enrolling in this program will not hurt your credit score. For more information on identity theft prevention and Experian's® IdentityWorksSM, including instructions on how to activate the product, please review the pages that follow this letter.

For More Information. If you have any questions about this incident, please contact our dedicated, confidential call center at 877-250-2848, available Monday through Friday, between 9:00 am and 9:00 pm, Eastern Time, excluding major U.S. holidays.

Sincerely,

New York Blood Center Enterprises

Activate IdentityWorks Credit 3B Now in Three Easy Steps

1. ENROLL by: <<Enrollment Deadline>> (Your code will not work after this date.)
2. VISIT the **Experian IdentityWorks website** to enroll: www.experianidworks.com/3bcredit
3. PROVIDE the **Activation Code**: <<Activation Code>>

If you have questions about the product, need assistance with identity restoration or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at (877) 288-8057 by <<Enrollment Deadline>>.. Be prepared to provide engagement number <<ENGAGEMENT NUMBER>>. as proof of eligibility for the identity restoration services by Experian.

ADDITIONAL DETAILS REGARDING YOUR 12 MONTH EXPERIAN IDENTITYWORKS CREDIT 3B MEMBERSHIP:

A credit card is **not** required for enrollment in Experian IdentityWorks Credit 3B.

You can contact Experian **immediately without needing to enroll in the product** regarding any fraud issues. Identity Restoration specialists are available to help you address credit and non-credit related fraud.

Once you enroll in Experian IdentityWorks, you will have access to the following additional features:

- **Experian credit report at signup:** See what information is associated with your credit file. Daily credit reports are available for online members only.*
- **Credit Monitoring:** Actively monitors Experian, Equifax and Transunion files for indicators of fraud.
- **Identity Restoration:** Identity Restoration specialists are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARE™:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **Up to \$1 Million Identity Theft Insurance**:** Provides coverage for certain costs and unauthorized electronic fund transfers.

If you believe there was fraudulent use of your information and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent at (877) 288-8057. If, after discussing your situation with an agent, it is determined that Identity Restoration support is needed, then an Experian Identity Restoration agent is available to work with you to investigate and resolve each incident of fraud that occurred (including, as appropriate, helping you with contacting credit grantors to dispute charges and close accounts; assisting you in placing a freeze on your credit file with the three major credit bureaus; and assisting you with contacting government agencies to help restore your identity to its proper condition).

Please note that this Identity Restoration support is available to you for one year from the date of this letter and does not require any action on your part at this time. The Terms and Conditions for this offer are located at www.ExperianIDWorks.com/restoration. You will also find self-help tips and information about identity protection at this site.

* Offline members will be eligible to call for additional reports quarterly after enrolling.

** The Identity Theft Insurance is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

ADDITIONAL STEPS YOU CAN TAKE

We remind you it is always advisable to be vigilant for incidents of fraud or identity theft by reviewing your account statements and free credit reports for any unauthorized activity. You may obtain a copy of your credit report, free of charge, once every 12 months from each of the three nationwide credit reporting companies. To order your annual free credit report, please visit www.annualcreditreport.com or call toll free at 1-877-322-8228. Contact information for the three nationwide credit reporting companies is as follows:

- *Equifax*, PO Box 740241, Atlanta, GA 30374, www.equifax.com, 1-888-378-4329
- *Experian*, PO Box 2002, Allen, TX 75013, www.experian.com, 1-888-397-3742
- *TransUnion*, PO Box 1000, Chester, PA 19016, www.transunion.com, 1-800-916-8800

If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should immediately contact the Federal Trade Commission and/or the Attorney General's office in your state. You can obtain information from these sources about steps an individual can take to avoid identity theft as well as information about fraud alerts and security freezes. You should also contact your local law enforcement authorities and file a police report. Obtain a copy of the police report in case you are asked to provide copies to creditors to correct your records. Contact information for the Federal Trade Commission is as follows:

- *Federal Trade Commission*, Consumer Response Center, 600 Pennsylvania Avenue NW, Washington, DC 20580, 1-877-IDTHEFT (438-4338), www.identitytheft.gov

1,122 Rhode Island residents were impacted by this incident. Under Rhode Island law, 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. 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

Fraud Alerts and Credit or Security Freezes:

Fraud Alerts: There are two types of general fraud alerts you can place on your credit report to put your creditors on notice that you may be a victim of fraud—an initial alert and an extended alert. You may ask that an initial fraud alert be placed on your credit report if you suspect you have been, or are about to be, a victim of identity theft. An initial fraud alert stays on your credit report for one year. You may have an extended alert placed on your credit report if you have already been a victim of identity theft with the appropriate documentary proof. An extended fraud alert stays on your credit report for seven years.

To place a fraud alert on your credit reports, contact one of the nationwide credit bureaus. A fraud alert is free. The credit bureau you contact must tell the other two, and all three will place an alert on their versions of your report.

For those in the military who want to protect their credit while deployed, an Active Duty Military Fraud Alert lasts for one year and can be renewed for the length of your deployment. The credit bureaus will also take you off their marketing lists for pre-screened credit card offers for two years, unless you ask them not to.

Credit or Security Freezes: You have the right to put a credit freeze, also known as a security freeze, on your credit file, free of charge, which makes it more difficult for identity thieves to open new accounts in your name. That is because most creditors need to see your credit report before they approve a new account. If they cannot see your report, they may not extend the credit.

How do I place a freeze on my credit reports? There is no fee to place or lift a security freeze. Unlike a fraud alert, you must separately place a security freeze on your credit file at each credit reporting company. For

information and instructions to place a security freeze, contact each of the credit reporting agencies at the addresses below:

- **Equifax Security Freeze**, PO Box 105788, Atlanta, GA 30348, www.equifax.com
- **Experian Security Freeze**, PO Box 9554, Allen, TX 75013, www.experian.com
- **TransUnion Security Freeze**, PO Box 160, Woodlyn, PA 19094, www.transunion.com

You will need to supply your name, address, date of birth, Social Security number and other personal information. After receiving your freeze request, each credit bureau will provide you with a unique PIN (personal identification number) or password. Keep the PIN or password in a safe place. You will need it if you choose to lift the freeze.

How do I lift a freeze? A freeze remains in place until you ask the credit bureau to temporarily lift it or remove it altogether. If the request is made online or by phone, a credit bureau must lift a freeze within one hour. If the request is made by mail, then the bureau must lift the freeze no later than three business days after getting your request.

If you opt for a temporary lift because you are applying for credit or a job, and you can find out which credit bureau the business will contact for your file, you can save some time by lifting the freeze only at that particular credit bureau. Otherwise, you need to make the request with all three credit bureaus.

New York Blood Center Enterprises is located at 601 Midland Ave., Rye, NY 10580, and can be reached by phone at 800-933-2566.