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Ridgeway Pharmacy Ltd.
c/o Cyberscout
P.O. Box 3826
Suwanee, GA 30024

September 21, 2026

[redacted]

Dear [redacted]

Ridgeway Pharmacy Ltd. ("Ridgeway" or "we") takes the privacy and security of your information seriously. We are writing to you about a recent incident that may have involved some of your personal information. We want you to be aware of the situation and to take advantage of the protective resources we are making available to you at no cost.

What Happened

On August 21, 2026, we became aware that your personal information may have been involved in this incident. Ridgeway pharmacy's website, which was designed and developed by a third-party vendor, was accessed by an unauthorized party. Upon learning about this, we promptly initiated an investigation, engaged external cybersecurity and forensic specialists to assist, and also reported this incident to U.S. federal law enforcement.

As part of the investigation, we conducted a thorough review of any data that may have been involved, together with relevant information, materials, and technical details that the vendor provided to us in connection with the website. At no time did this incident involve any of Ridgeway's internal systems.

What Information Was Involved

Our diligent investigation revealed that the unauthorized party may have gained access to certain records on the Ridgeway pharmacy's website. We believe that the data that may have been involved included your address, date of birth, health information, insurance information, name, payment card information, prescription information. This incident did **not** involve your social security number, driver's license number, or any other sensitive information.

What We Are Doing

In response to this incident, we immediately launched an investigation into the scope and nature of the event. We have since remediated the pharmacy's website and stood up a new platform, enhanced security by further restricting access, strengthened monitoring, and implemented additional protections against unauthorized activity.

We take the privacy and security of your information seriously and are committed to holding the third parties that support our services to that same standard. To protect against future incidents, Ridgeway has reevaluated our third-party arrangements associated with the pharmacy's website, inquired about additional security controls, and is taking steps designed to ensure that our third-party providers implement appropriate measures to enhance security.

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To further support you, we are providing you with access to Single Bureau Credit Monitoring/Single Bureau Credit Report/Single Bureau Credit Score services at no charge. These services provide you with alerts for 12 months from the date of enrollment when changes occur to your credit file. This notification is sent to you the same day that the change or update takes place with the bureau. Finally, we are providing you with proactive fraud assistance to help with any questions that you might have or in event that you become a victim of fraud. These services will be provided by Cyberscout, a TransUnion company specializing in fraud assistance and remediation services.

What You Can Do

To enroll in monitoring services at no charge, please log on to https://bfs.cyberscout.com/activate and follow the instructions provided. When prompted please provide the following unique code to receive services: [redacted]. In order for you to receive the monitoring services described above, you must enroll within 90 days from the date of this letter. The enrollment requires an internet connection and e-mail account and may not be available to minors under the age of 18 years of age. Please note that when signing up for monitoring services, you may be asked to verify personal information for your own protection to confirm your identity.

As always, we encourage you to remain vigilant and to regularly monitor your account statements, health plan explanations of benefits, financial transactions, and credit reports for any unusual or unauthorized activity, and to promptly report any concerns.

For More Information

We take privacy seriously and regret any inconvenience this incident may have caused you. We understand that receiving a notice like this can be concerning. Please know that we are committed to supporting you through this process and to taking every appropriate step to safeguard your personal information.

If you have any further questions, need more information, or need assistance in activating the monitoring services, please contact TransUnion by calling 1-833-516-7133. TransUnion representatives are available for 90 days from the date of this letter, Monday to Friday, 8:00 AM to 8:00 PM Eastern Time, excluding holidays.

You can also obtain more information from the Federal Trade Commission (FTC) about identity theft and ways to protect yourself. The FTC has an identity theft hotline: 877-438-4338; TTY: 1-866-653-4261. They also provide information on-line at www.ftc.gov/idtheft.

Sincerely,

Ridgeway Pharmacy, Ltd.