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Privileged & Confidential

Adult Notification Template

Draft, July 7, 2026, 7 p.m.

DENTAQUEST LOGO HERE

<<MemberFirstName>> <<MemberLastName>> <<Date>> (Format: Month Day, Year)

<<Address1>>

<<Address2>>

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

Notice of Data Breach

Dear <<MemberFirstName>> <<MemberLastName>>,

DentaQuest works with health plans to provide dental or vision benefits. You may currently receive dental or vision benefits through DentaQuest, or you may have received those benefits in the past as a member of your health plan. We are writing to tell you about a data security incident. Your personal information was accessed by unauthorized individuals. The safety of your information is very important to us. We are writing to tell you what happened and what you can do.

What happened?

On May 20, 2026, DentaQuest discovered that unauthorized individuals accessed certain data on our computer network. This included personal identification and dental or vision health information. We took immediate action to secure the network. We also reported the incident to law enforcement. We later learned that the incident began on May 17, 2026, and ended by May 20, 2026. We immediately began an investigation with leading, independent cybersecurity experts to learn what information was accessed. After finishing our review, we determined that your personal information was accessed and posted on the internet.

What information was involved?

The information included your name, <<Address, Social Security Number, Member ID number, Medicaid number, Medicare number>> and Dental or Vision Health Information, such as provider names, diagnoses, treatments and billing information.

What we are doing.

We are offering you identity theft monitoring by Kroll at no cost to you for 24 months. To stop this from happening again, we engaged cyber security experts and provided more employee training. We also added new security measures and increased monitoring.

Kroll is an expert at helping people whose private data has been exposed. The identity monitoring services include Credit Monitoring, Fraud Consultation and Identity Theft Restoration. To start your identity monitoring services, visit **Enroll.krollmonitoring.com/redeem**.

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You will need your Activation Code: **<<Member ID>>** and Your Verification ID: **<<Enter Verification ID>>** to enroll.

You have 90 days from the date this letter was mailed to start your identity monitoring services.

For more information about Kroll and your identity monitoring services, you can visit info.krollmonitoring.com or call 1-XXX=XXX-XXXX.

What you can do.

Please read the "Additional Resources" at the end of this letter. It describes more steps you can take to help protect yourself. This includes tips from the Federal Trade Commission about identity theft protection and details on how to place a fraud alert or a security freeze on your credit file.

For more information.

If you have questions, please call 1-XXX-XXX-XXXX, Monday through Friday from 8:00 a.m. to 5:30 p.m. Central Time, excluding major U.S. holidays. Please have your activation code ready.

Sincerely,

DentaQuest

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ADDITIONAL RESOURCES

Contact information for the three nationwide credit reporting agencies:

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, 1-800-888-4213

Free Credit Report. It is recommended that you remain vigilant by reviewing account statements and monitoring your credit report for unauthorized activity, especially activity that may indicate fraud and identity theft. You may obtain a copy of your credit report, free of charge, once every 12 months from each of the three nationwide credit reporting agencies.

To order your annual 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 from the U.S. Federal Trade Commission's ("FTC") website at www.consumer.ftc.gov) to:

Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281.

You may obtain one or more (depending on the state) additional copies of your credit report, free of charge. You must contact each of the credit reporting agencies directly to obtain such additional report(s).

Fraud Alerts. There are two types of 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 at least one year. You may have an extended alert placed on your credit report if you have already been a victim of identity theft and you have the appropriate documentary proof. An extended fraud alert stays on your credit report for seven years. You can place a fraud alert on your credit report by contacting any of the three national credit reporting agencies.

Security Freeze. You have the ability to place a security freeze, also known as a credit freeze, on your credit report free of charge.

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 may use an online process, an automated telephone line, or submit a written request to any of the three credit reporting agencies listed above. The following information must be included when requesting a security freeze (note that, if you are requesting a credit report for your spouse, 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 5 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, and display your name, current mailing address, and the date of issue.

Federal Trade Commission and State Attorneys General Offices. 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 home state. You may also contact these agencies for further information on how to prevent or minimize the risks of identity theft and for additional information on fraud alerts and security freezes.

You may contact the **Federal Trade Commission**, Consumer Response Center, 600 Pennsylvania

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Avenue, NW, Washington, DC 20580, www.ftc.gov/bcp/edu/microsites/idtheft/, 1-877-IDTHEFT (438-4338).

For District of Columbia residents: You may contact the Office of the District of Columbia Attorney General, 400 6th Street NW, Washington, D.C. 20001, 1-202-727-3400, www.oag.dc.gov.

For Connecticut residents: You may contact the Connecticut Office of the Attorney General, 165 Capitol Avenue, Hartford, CT 06106, 1-860-808-5318, www.ct.gov/ag.

For Indiana residents: You may contact the Indiana Office of the Attorney General, Consumer Protection Division, 302 W. Washington Street, 5th Floor, Indianapolis, IN 46204, 1-800-382-5516, www.in.gov/attorneygeneral.

For Iowa residents: The Attorney General can be contacted at the Office of Attorney General of Iowa, Hoover State Office Building, 1305 E. Walnut Street, Des Moines, Iowa 50319; 1-515-281-5164, www.iowaattorneygeneral.gov. You are advised to report any suspected identity theft to law enforcement or to the Iowa Attorney General.

For Maryland residents: You may contact the Maryland Office of the Attorney General, Consumer Protection Division, 200 St. Paul Place, Baltimore, MD 21202. , 1-888-743-0023, www.marylandattorneygeneral.gov.

For Massachusetts residents: You may contact the Office of the Massachusetts Attorney General, 1 Ashburton Place, Boston, MA 02108, 1-617-727-8400, www.mass.gov/ago/contact-us.html. You have the right to obtain any police report filed in connection with the cybersecurity event. 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 Minnesota residents: You may contact the Minnesota Office of the Attorney General, 445 Minnesota Street, Suite 600, St. Paul, MN 55101, 1-800-657-3787, www.ag.state.mn.us.

New Mexico residents: You have rights under the federal Fair Credit Reporting Act (FCRA), which governs the collection and use of information pertaining to you by consumer reporting agencies. For more information about your rights under the FCRA, please visit www.ftc.gov.

For New York residents: The Attorney General may be contacted at: Office of the Attorney General, The Capitol, Albany, NY 12224-0341, 1-800-771-7755, www.ag.ny.gov.

For North Carolina residents: You may contact the North Carolina Office of the Attorney General, Consumer Protection Division, 9001 Mail Service Center, Raleigh, NC 27699-9001, 1-877-566-7226, www.ncdoj.gov.

For Oregon residents: The Attorney General can be contacted at Oregon Department of Justice, 1162 Court Street NE, Salem, OR 97301-4096; 1-877-877-9392 (toll-free in Oregon), 1-503-378-4400, or www.doj.state.or.us. You are advised to report any suspected identity theft to law enforcement, the Federal Trade Commission, and the Oregon Attorney General.

For Rhode Island residents: You may contact the Rhode Island Office of the Attorney General, 150 South Main Street, Providence, RI 02903, 1-401-274-4400, www.riag.ri.gov. You have the right to file or obtain a police report regarding this incident.

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KROLL

TAKE ADVANTAGE OF YOUR IDENTITY MONITORING SERVICES

You have been provided with access to the following services from Kroll:

Single Bureau Credit Monitoring

You will receive alerts when there are changes to your credit data—for instance, when a new line of credit is applied for in your name. If you do not recognize the activity, you'll have the option to call a Kroll fraud specialist, who will be able to help you determine if it is an indicator of identity theft. To receive credit services, you must be over the age of 18 and have established credit in the U.S., have a Social Security number in your name, and have a U.S. residential address associated with your credit file.

Fraud Consultation

You have unlimited access to consultation with a Kroll fraud specialist. Support includes showing you the most effective ways to protect your identity, explaining your rights and protections under the law, assistance with fraud alerts, and interpreting how personal information is accessed and used, including investigating suspicious activity that could be tied to an identity theft event.

Identity Theft Restoration

If you become a victim of identity theft, an experienced Kroll licensed investigator will work on your behalf to resolve related issues. You will have access to a dedicated investigator who understands your issues and can do most of the work for you. Your investigator will be able to dig deep to uncover the scope of the identity theft and then work to resolve it.

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