



Return Mail Processing  
PO Box 589  
Claysburg, PA 16625-0589

May 22, 2024

L3623-L01-0000001 T00001 P001 \*\*\*\*\*SCH 5-DIGIT 12345



SAMPLE A SAMPLE - L01 NOV LASH  
APT ABC  
123 ANY STREET  
ANYTOWN, ST 12345-6789



Re: Notice of Data Security Incident

Dear Sample A. Sample:

Cencora, Inc. and its Lash Group affiliate partner with pharmaceutical companies, pharmacies, and healthcare providers to facilitate access to prescribed therapies through drug distribution, free trial offers, co-pay coupons, patient support and services, and other services. We take the privacy and protection of the information entrusted to us very seriously.

Cencora is writing to let you know about an event that involved your personal information that Cencora maintains in connection with its patient support programs on behalf of Novartis Pharmaceuticals Corporation. It is important to note that at this time, we have no evidence that your information has been used for any fraudulent purpose as a result of this incident. We are sending this letter to explain what happened, how your information was potentially impacted, what we have done, and what you can do in response to this situation. Please read this letter carefully, because it provides details about what happened and what we are doing about it.

**What Happened?**

On February 21, 2024, Cencora learned that data from its information systems had been exfiltrated, some of which could contain personal information. Upon initial detection of the unauthorized activity, Cencora immediately took containment steps and commenced an investigation with the assistance of law enforcement and cybersecurity experts. On April 10, 2024, Cencora confirmed that your personal information was impacted.

**What Information Was Involved?**

Based on Cencora’s investigation, personal information including your personal health information was affected, including potentially your first name, last name, address, date of birth, health diagnosis, and/or medications and prescriptions. There is no evidence at this time that any of this information has been publicly disclosed, or that any information was misused for fraudulent purposes as a result of this incident. Out of transparency, Cencora is communicating this to you so that you can take the steps outlined below to protect yourself.

**What We Are Doing**

Immediately upon learning of this incident, Cencora launched an investigation with the assistance of cybersecurity experts and law enforcement. This investigation included determining whether personal information or personal health information was compromised. Cencora is also working with cybersecurity experts to review and enhance our systems and information security protocols in an effort to prevent incidents like this from occurring in the future.

0000001



Cencora is also making resources available to you. While we have no reason at this time to believe that your information was used for any fraudulent purpose as a result of this incident, to help protect your identity, we are providing you with access to free credit monitoring and remediation services through Experian. These services provide you with alerts for two years from the date of enrollment when changes occur to your credit file. These services also provide you with proactive fraud assistance to help with any questions that you might have or in the event that you become a victim of fraud.

### **How do I Enroll in the Free Credit Monitoring Services?**

While identity restoration assistance is immediately available to you, we also encourage you to activate the fraud detection and credit monitoring tools available through Experian IdentityWorks. To enroll in the free credit monitoring services, visit [www.experianidworks.com/plus](http://www.experianidworks.com/plus) and follow the instructions provided. When prompted please provide the following unique code to receive services: ABCDEFGHI. In order for you to receive the free credit monitoring services, you must enroll by August 30, 2024. Please note that when signing up for monitoring services, you may be asked to verify personal information to confirm your identity.

Should you have any questions regarding the credit monitoring services, difficulty enrolling, or require additional support, please contact Experian at 1-833-918-1728. Be prepared to provide engagement number [REDACTED] as proof of eligibility for the Identity Restoration services by Experian.

### **What You Can Do**

To help protect your personal information, Cencora strongly recommends you take the following steps:

- Enroll in the free credit monitoring services that we are offering to you. This will enable you to get alerts about any attempts to use your name and personal information to establish credit and restoration assistance if you were not the one who initiated it.
- Carefully review statements sent to you by your bank, credit card company, or other financial institutions as well as government institutions like the Internal Revenue Service (IRS). Notify the sender of these statements immediately by phone and in writing if you detect any suspicious transactions or other activity you do not recognize.
- The attached **Reference Guide** describes additional steps that you can take and provides resources for additional information. Cencora encourages you to read and follow these steps as well.

### **For More Information**

If you have questions or concerns or learn of any suspicious activity that you believe may be related to this incident, please call 1-833-918-1728. Please know that Cencora takes this matter very seriously and apologizes for the concern and inconvenience this may cause you.

Sincerely,



Matthew Wolf  
President, Biopharma Services  
Lash Group

## REFERENCE GUIDE

If you suspect that you are a victim of identity theft or credit fraud, we encourage you to remain vigilant and consider taking the following steps:

**Order Your Free Credit Report.** To order your free credit report, visit [www.annualcreditreport.com](http://www.annualcreditreport.com), call toll-free at 877-322-8228, or complete the Annual Credit Report Request Form on the U.S. Federal Trade Commission's website at [www.ftc.gov](http://www.ftc.gov) and mail it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281. Do not contact the three credit bureaus individually; they provide your free report only through the website or toll-free number.

When you receive your credit report, review the entire report carefully. Look for any inaccuracies and/or accounts you don't recognize and notify the credit bureaus as soon as possible if there are any.

You have rights under the federal Fair Credit Reporting Act ("FCRA"). These include, among others, the right to know what is in your file; to dispute incomplete or inaccurate information; and to have consumer credit reporting agencies correct or delete inaccurate, incomplete, or unverifiable information. For more information about the FCRA, please visit <https://www.consumer.ftc.gov/articles/pdf-0096-fair-credit-reporting-act.pdf> or [www.ftc.gov](http://www.ftc.gov)

**Place a Fraud Alert on Your Credit File:** To protect yourself from possible identity theft, consider placing a fraud alert on your credit file. A fraud alert helps protect you against the possibility of an identity thief opening new credit accounts in your name. When a merchant checks the credit history of someone applying for credit, the merchant gets a notice that the applicant may be a victim of identity theft. The alert notifies the merchant to take steps to verify the identity of the applicant. You can report potential identity theft to all three of the major credit bureaus by calling any one of the toll-free fraud numbers below. You will reach an automated telephone system that allows you to flag your file with a fraud alert at all three bureaus.

<b>Equifax</b>	<b>Experian</b>	<b>TransUnion</b>
<a href="http://www.equifax.com">www.equifax.com</a>	<a href="http://www.experian.com">www.experian.com</a>	<a href="http://www.transunion.com">www.transunion.com</a>
1-800-525-6285	1-888-397-3742	1-800-680-7289
P.O. Box 740241 Atlanta, Georgia 30374-0241	P.O. Box 9532 Allen, Texas 75013	Fraud Victim Assistance Division P.O. Box 2000 Chester, Pennsylvania 19016

**Place a Security Freeze on Your Credit File.** You have the right to place a "security freeze" on your credit file. A security freeze generally will prevent creditors from accessing your credit file at the three nationwide credit bureaus without your consent. You can request a security freeze free of charge by contacting the credit bureaus using the same contact information noted above.

The credit bureaus may require that you provide proper identification prior to honoring your request. In order to request a security freeze, you will need to provide the following information:

1. Your full name (including middle initial as well as Jr., Sr., II, III, etc.)
2. Social Security number
3. Date of birth
4. If you have moved in the past five (5) years, provide the addresses where you have lived over the prior five years.
5. Proof of current address, such as a current utility bill or telephone bill
6. A legible photocopy of a government issued identification card (state driver's license or ID card, military identification, etc.)
7. If you are a victim of identity theft, include a copy of either the police report, investigative report, or complaint to law enforcement agency concerning identity theft

Placing a security freeze on your credit file may delay, interfere with, or prevent timely approval of any requests you make for credit, loans, employment, housing or other services. For more information regarding credit freezes, please contact the credit reporting agencies directly.

**Contact the U.S. Federal Trade Commission.** If you detect any incident of identity theft or fraud, promptly report the incident to your local law enforcement authorities, your state Attorney General and the Federal Trade Commission ("FTC"). If you believe your identity has been stolen, the FTC recommends that you take these additional steps.



- Close the accounts that you have confirmed or believe have been tampered with or opened fraudulently. Use the FTC's ID Theft Affidavit (available at [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft)) when you dispute new unauthorized accounts.
- File a local police report. Obtain a copy of the police report and submit it to your creditors and any others that may require proof of the identity theft crime.

You can learn more about how to protect yourself from becoming an identity theft victim (including how to place a fraud alert or security freeze) by contacting the FTC:

Federal Trade Commission Consumer Response Center 600 Pennsylvania Avenue, NW  
 Washington, DC 20580  
 1-877-IDTHEFT (438-4338)  
[www.ftc.gov/idtheft](http://www.ftc.gov/idtheft)

**For District of Columbia Residents:** You can obtain information from the FTC and the Office of the Attorney General for the District of Columbia about steps to take to avoid identity theft. You can contact the D.C. Attorney General at: 441 4th Street, NW, Washington, DC 20001, 202-727-3400, [www.oag.dc.gov](http://www.oag.dc.gov)

**For Iowa Residents:** State law advises you to report any suspected identity theft to law enforcement or to the Attorney General.

**For Maryland Residents:** You can obtain information from the Maryland Office of the Attorney General about steps you can take to help prevent identity theft. You can contact the Maryland Attorney General at: 200 St. Paul Place, Baltimore, MD 21202, 888-743-0023, [www.oag.state.md.us](http://www.oag.state.md.us)

**For Massachusetts Residents:** You have a right to request from us a copy of any police report filed in connection with this incident. If you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it. As noted above, you also have the right to place a security freeze on your credit report at no charge.

**For New York Residents:** You may also contact the following state agencies for information regarding security breach response and identity theft prevention and protection information:

New York Attorney General's Office Bureau  
 of Internet and Technology  
 (212) 416-8433  
<https://ag.ny.gov/internet/resource-center>

NYS Department of State's Division of Consumer  
 Protection  
 (800) 697-1220  
<https://www.dos.ny.gov/consumerprotection>

**For North Carolina Residents:** You can obtain information from the Federal Trade Commission and the North Carolina Office of the Attorney General about steps you can take to help prevent identity theft. You can contact the North Carolina Attorney General at: 9001 Mail Service Center, Raleigh, NC 27699, 1-877-566-7226, [www.ncdoj.gov](http://www.ncdoj.gov)

**For Oregon Residents:** State laws advise you to report any suspected identity theft to law enforcement, as well as the Federal Trade Commission. You can contact the Oregon Attorney General at: Oregon Department of Justice, 1162 Court Street NE, Salem, OR 97301-4096, (877) 877-9392, [www.doj.state.or.us](http://www.doj.state.or.us)

**For Rhode Island Residents:** You can obtain information from the Rhode Island Office of the Attorney General about steps you can take to help prevent identity theft. You can contact the Rhode Island Attorney General at: 150 South Main Street, Providence, RI 02903, (401) 274-4400, [www.riag.ri.gov](http://www.riag.ri.gov). As noted above, you have the right to place a security freeze on your credit report at no charge but note that consumer reporting agencies may charge fees for other services.