

BAY AREA PSYCHOLOGICAL CONSULTANTS

Benshoof & Tallman, P.A.
1417 N Partin Drive, Suite 1
Niceville, FL 32578

September 28, 2026

First Name Last Name
Street Address
City, State ZIP

IMPORTANT NOTICE REGARDING A DATA SECURITY INCIDENT

Dear First Name Last Name:

We are writing to inform you of a data security incident involving **CareCloud**, a technology service provider used by Bay Area Psychological Consultants ("BAPC"). CareCloud notified BAPC that certain information maintained within its systems may have been accessed as a result of the incident.

On March 16, 2026, CareCloud experienced a network disruption in its CareCloud Health division that impacted one of its electronic health record environments. Upon discovering this incident, CareCloud promptly opened an investigation and engaged a leading cyber response advisory team experienced in handling these types of incidents, to assist with securing the environment, and conduct a comprehensive forensic investigation to determine the nature and scope of the incident. CareCloud also reported the matter to the appropriate law enforcement authorities. The investigation determined that, between March 10 and March 16, 2026, an unauthorized third party accessed one of CareCloud's AWS environments and claimed to have exfiltrated data from databases within that environment. There is no evidence of unauthorized activity within CareCloud's environment since March 16, 2026.

CareCloud subsequently notified BAPC of the incident and provided information regarding individuals whose information may have been involved. BAPC takes the privacy and security of your information seriously. The incident occurred within a system operated by CareCloud; we are providing this notice to you because this is a system that BAPC utilizes for our electronic records system. CareCloud reports it has taken steps to address the security incident and has implemented additional security measures designed to help prevent a similar incident from occurring in the future.

What Information Was Involved

Based on the information provided to BAPC by CareCloud, the information potentially involved may have included:

- | | |
|-------------------------|----------------------|
| • Date of Birth | • Treatment Location |
| • Email address | • Date of Service |
| • Medical Record Number | • Provider |
| • Appointments | • SSN |

The information involved **did not include credit or debit card information**.

At this time, BAPC has not received information indicating that the information involved has been misused. we recommend that you remain alert to unusual communications or activity involving your personal information. Be cautious of unexpected emails, text messages, telephone calls, or other communications requesting personal information.

If you have questions about this incident or this notice, please contact us at: 850-729-0303 or manager@bayareapsychconsult.com. We sincerely regret any concern or inconvenience this incident may cause. We remains committed to protecting the privacy and security of the information entrusted to us.

Sincerely,

Bay Area Psychological Consultants

Placing a Fraud Alert on Your Credit File.

We recommend that you place an initial one-year “Fraud Alert” on your credit files, at no charge. A fraud alert tells creditors to contact you personally before they open any new accounts. To place a fraud alert, call any one of the three major credit bureaus at the numbers listed below. As soon as one credit bureau confirms your fraud alert, they will notify the others.

Equifax

P.O. Box 105069
Atlanta, GA 30348-5069
<https://www.equifax.com/personal/credit-report-services/credit-fraud-alerts/>
(800) 525-6285

Experian

P.O. Box 9554
Allen, TX 75013
<https://www.experian.com/fraud/center.html>
(888) 397-3742

TransUnion

Fraud Victim Assistance Department
P.O. Box 2000
Chester, PA 19016-2000
<https://www.transunion.com/fraud-alerts>
(800) 680-7289

Consider Placing a Security Freeze on Your Credit File.

If you are very concerned about becoming a victim of fraud or identity theft, you may request a “Security Freeze” be placed on your credit file, at no charge. A security freeze prohibits, with certain specific exceptions, the consumer reporting agencies from releasing your credit report or any information from it without your express authorization. You may place a security freeze on your credit report by contacting all three nationwide credit reporting companies at the numbers below and following the stated directions or by sending a request in writing, by mail, to all three credit reporting companies:

Equifax Security Freeze

P.O. Box 105788
Atlanta, GA 30348-5788
<https://www.equifax.com/personal/credit-report-services/credit-freeze/>
(888)-298-0045

Experian Security Freeze

P.O. Box 9554
Allen, TX 75013
<http://experian.com/freeze>
(888) 397-3742

TransUnion Security Freeze

P.O. Box 160
Woodlyn, PA 19094
<https://www.transunion.com/credit-freeze>
(888) 909-8872

In order to place the security freeze, you’ll need to supply your name, address, date of birth, Social Security number and other personal information. After receiving your freeze request, each credit reporting company will send you a confirmation letter containing 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.

Obtaining a Free Credit Report.

Under federal law, you are entitled to one free credit report every 12 months from each of the above three major nationwide credit reporting companies. Call **1-877-322-8228** or request your free credit reports online at **www.annualcreditreport.com**. Once you receive your credit reports, review them for discrepancies. Identify any accounts you did not open or inquiries from creditors that you did not authorize. Verify all information is correct. If you have questions or notice incorrect information, contact the credit reporting company.

Additional Helpful Resources.

Even if you do not find any suspicious activity on your initial credit reports, the Federal Trade Commission (FTC) recommends that you check your credit reports periodically. Checking your credit report periodically can help you spot problems and address them quickly.

If you find suspicious activity on your credit reports or have reason to believe your information is being misused, call your local law enforcement agency and file a police report. Be sure to obtain a copy of the police report, as many creditors will want the information it contains to absolve you of the fraudulent debts. You may also file a complaint with the FTC by contacting them on the web at www.ftc.gov/idtheft, by phone at 1-877-IDTHEFT (1-877-438-4338), or by mail at Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580. Your complaint will be added to the FTC’s Identity Theft Data Clearinghouse, where it will be accessible to law enforcement for their investigations. In addition, you may obtain information from the FTC about fraud alerts and security freezes.

If your personal information has been used to file a false tax return, to open an account or to attempt to open an account in your name or to commit fraud or other crimes against you, you may file a police report in the City in which you currently reside.