

# Notice of Data Breach

Wakefield & Associates, LLC ("Wakefield") notified us of a recent cyber incident suffered by one of their vendors, Renkim Corporation. Renkim provides electronic, print, and mail processing for Wakefield's collections services. The incident was limited to Renkim systems, and the security of our systems was not at risk. The cybersecurity incident only affected the protected health information of patients who have received communication from Wakefield for collections on a bill.

This notice explains the incident, the measures taken in response, and the steps individuals can take for further protection.

## **What Happened:**

On March 3, 2025, Renkim detected anomalous activity on its network. Renkim immediately isolated and took the impacted systems offline. Renkim also initiated an investigation and hired third-party experts to assist in investigating the source and scope of the activity and to further secure its systems. The investigation determined that the unauthorized activity lasted from the night of March 2 to the following morning (March 3) when the impacted systems were taken offline. On March 4, 2025, Renkim was able to restore its systems in a new secure environment and restart production.

## **What Information Was Involved:**

Renkim's investigation subsequently determined that some of the data we had provided to them was impacted by this incident. They determined that it included information relating to some of your patients. This affected information consisted of some combination of the following: full names, contact information, amount of outstanding medical debt, contact information, and the name(s) of Renkim's covered entity client(s) associated with the medical debt.

## **What Renkim is Doing:**

We hired third-party experts to address this situation, investigate the unauthorized activity, and further secure our systems to protect your information. We also notified law enforcement. Additionally, to support affected individuals, Renkim has set up a dedicated call center that is staffed with a team equipped to answer questions about this incident.

## **What can affected individuals do?**

We encourage you to remain vigilant for fraud or identity theft by reviewing your account statements and free credit reports. You can also find additional suggestions at [www.identiMheft.gov](http://www.identiMheft.gov).

If you have received any communication from Wakefield regarding collections for a bill and you believe that you may have been affected by this incident and would like more information, please call the toll-free call center at 1-866-461-3496, between 9:00 am and 6:30 pm Eastern Time, Monday through Friday, excluding major U.S. holidays.

Sincerely,



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Chief Compliance and Quality Officer

