

Notice of Data Security Incident

The privacy and security of the personal information we maintain is of the utmost importance to St. Francis Healthcare System of Hawaii ("St. Francis"). We are posting this notice to provide important information regarding a recent security incident that may have involved certain personal and health information maintained by St. Francis. We are providing notice of the incident so that potentially affected individuals may take steps to protect their information.

On September 17, 2026, St. Francis observed suspicious activity within its network environment. Upon learning of the activity, we immediately secured the network and commenced a prompt and thorough investigation. As part of this investigation, we have been working closely with external cybersecurity professionals experienced in handling these types of incidents After an extensive forensic investigation we determined certain files on our network may have been subject to unauthorized access or acquisition between September 15, 2026, and September 16, 2026. At this time, we are investigating what specific individual information may have been involved. Should any individual personal or protected health information be involved, we will notify said individuals in accordance with applicable Federal and State laws.

We remind our community to remain vigilant in reviewing financial account statements on a regular basis for any fraudulent activity. We also recommend that our patients review the explanation of benefits statements that they receive from their health insurance providers, and follow up on any items not recognized. Please see the "Other Important Information" section below with additional information to help further safeguard your personal data.

As a team of dedicated and caring medical professionals, we understand that healthcare is about people taking care of people. St. Francis is committed to maintaining the privacy of personal information in our possession and has taken many precautions to safeguard it. We continually evaluate and modify our practices and internal controls to enhance the security and privacy of the personal and health information we maintain.

For further questions or additional information regarding this incident, please contact St. Francis's Privacy Officer at info@stfrancishawaii.org. A representative will respond to your inquiry within a timely manner. We appreciate your understanding as we respond to this unfortunate incident.

Sincerely,
St. Francis Healthcare System of Hawaii

Steps Individuals Can Take to Protect Personal Information

1. Protecting Your Health Information.

As a general matter the following practices can help to protect you from medical identity theft.

- Only share your health insurance cards with your health care providers and other family members who are covered under your insurance plan or who help you with your medical care.
- Review your "explanation of benefits" statement which you receive from your health insurance company. Follow up with your insurance company or the care provider for any items you do not recognize. If necessary, contact the care provider on the explanation of benefits statement and ask for copies of medical records from the date of the potential disclosure (August 31, 2023) to current date.
- Ask your insurance company for a current year-to-date report of all services paid for you as a beneficiary. Follow up with your insurance company or care provider for any items you do not recognize.

2. Placing a Fraud Alert on Your Credit File.

You may 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

3. Consider Placing a Security Freeze on Your Credit File.

You have the right to request a credit freeze from a consumer reporting agency, free of charge, so that no new credit can be opened in your name without your permission. A freeze is designed to prevent potential credit grantors from accessing your credit report without your consent. If you place a freeze, potential creditors and other third parties will not be able to get access to your credit report unless you temporarily lift the freeze.

Unlike a fraud alert, you must separately place a freeze on your credit file at each credit bureau. To place a freeze on your credit report, contact them online or by phone or mail and provide proper identification of your identity. The following information must be included when requesting a security freeze (note that if you are requesting a freeze for your spouse, this information must be provided for them as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; and (4) current address and any previous addresses for the past five years.

Below, please see relevant contact information for the three consumer reporting agencies:

Equifax	*Experian*	*TransUnion*
P.O. Box 105788	P.O. Box 9554	P.O. Box 160
Atlanta, GA 30348-5788	Allen, TX 75013	Woodlyn, PA 19094
www.equifax.com	www.experian.com	www.transunion.com
(800) 685-1111	(888) 397-3742	(888) 909-8872

4. 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.

5. 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.

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