



Infinite Services, Inc.

c/o IDX

<Return Address>

<City> <State> <Zip>

<FirstName> <LastName>

<Address1>

<Address2>

<City><State><Zip>

July 23, 2025

Enrollment Code: <<XXXXXXXX>>

To Enroll, Scan the QR Code Below:



Or Visit:

<https://response.idx.us/customending>

Notice of Data Breach

Dear <<First Name>> <<Last Name>>,

We are contacting you regarding a data security incident that we believe occurred on or about May 5, 2025, when an unauthorized user accessed an Infinite Services, Inc. ("Infinite Services") server storing various types of information. As a result of this security incident, some of your personal information was exposed and may have been obtained by others. While we are not aware of any additional evidence indicating that your information has been used for fraudulent purposes, we are unable to conclusively rule out the possibility. Therefore, out of an abundance of caution, we are notifying you of this incident.

What Happened

On or about May 5, 2025, we were made aware that an unauthorized user accessed our server. We notified law enforcement and obtained a reputable third-party forensics vendor to analyze the scope of the unauthorized access. On June 23, 2025, after learning more information through the investigation into this security incident, Infinite Services discovered that certain personally identifiable information belonging to you and others was contained within the server. We are notifying you of this incident at this time.

What Information Was Involved

Although the specific information that was contained within the server varies by individual, such information may include: your name, address, medical billing and insurance information, certain medical information such as diagnoses, medication and treatments, and demographic information such as date of birth, Social Security number and financial information.

What We Are Doing

At Infinite Services, we take the responsibility of maintaining non-public information seriously. We have, and will continue to, implement additional security controls to reduce the risk of a similar incident occurring again. In addition, we are offering identity theft protection services to all impacted adults through IDX, data breach and recovery services experts. IDX identity protection services include: 12 months of credit and CyberScan monitoring, a \$1,000,000 insurance reimbursement policy, and fully managed ID theft recovery services. With this protection, IDX will help you resolve issues if your identity is compromised. You will be able to contact a Call Center to ask any questions you may have about your identity theft monitoring service.

What You Can Do

The events that have occurred do not automatically mean that you are a victim of identity theft. However, we encourage you to remain vigilant and to continually review your health insurance information. Additionally, you should continually review your credit report, bank account activity, and bank statements for irregularities or unauthorized items, and to immediately report any unauthorized charges to your financial institution.

We also encourage you to enroll in the free identity protection services and contact IDX with any questions and to enroll in the free identity protection services by calling 1-800-939-4170, going to <http://app.idx.us/account-creation/protect>, or scanning the QR image and using the Enrollment Code provided above. IDX representatives are available Monday through Friday from 8 am - 8 pm Central Time. Please note the deadline for enrolling is October 25, 2025.

Who is Infinite Services? I don't remember them.

Infinite Services provides counseling services and speech, occupational and physical therapies. If you received this letter, Infinite Services provided services to you.

For More Information

You will find detailed instructions for enrollment on the enclosed Recommended Steps document. Also, you will need to reference the enrollment code at the top of this letter when calling or enrolling online, so please do not discard this letter.

We deeply regret that this has occurred and apologize for any inconvenience or concern caused by this incident. Please call 1-800-939-4170 if you'd like to speak to someone. Alternatively, you may go to <https://response.idx.us/customending> for assistance or for any additional questions you may have.

Sincerely,



Salomon Englander

Salomon Englander
Visionary, CEO
Infinite Services, Inc.

(Enclosure)



Recommended Steps to Help Protect Your Information

1. Website and Enrollment. Scan the QR image or go to <http://app.idx.us/account-creation/protect> and follow the instructions for enrollment using your Enrollment Code provided at the top of the letter.

2. Activate the credit monitoring provided as part of your IDX identity protection membership. The monitoring included in the membership must be activated to be effective. Note: You must have established credit and access to a computer and the internet to use this service. If you need assistance, IDX will be able to assist you.

3. Telephone. Contact IDX at 1-800-939-4170 to gain additional information about this event and speak with knowledgeable representatives about the appropriate steps to take to protect your credit identity.

4. Review your credit reports. We recommend that you remain vigilant by reviewing account statements and monitoring credit reports. Under federal law, you also are entitled every 12 months to one free copy of your credit report from each of the three major credit reporting companies. To obtain a free annual credit report, go to www.annualcreditreport.com or call 1-877-322-8228. You may wish to stagger your requests so that you receive a free report by one of the three credit bureaus every four months.

If you discover any suspicious items and have enrolled in IDX identity protection, notify them immediately by calling or by logging into the IDX website and filing a request for help.

If you file a request for help or report suspicious activity, you will be contacted by a member of our ID Care team who will help you determine the cause of the suspicious items. In the unlikely event that you fall victim to identity theft because of this incident, you will be assigned an ID Care Specialist who will work on your behalf to identify, stop and reverse the damage quickly.

You should also know that you have the right to file a police report if you ever experience identity fraud. Please note that in order to file a crime report or incident report with law enforcement for identity theft, you will likely need to provide some kind of proof that you have been a victim. A police report is often required to dispute fraudulent items. You can report suspected incidents of identity theft to local law enforcement or to the Attorney General.

5. Place Fraud Alerts with the three credit bureaus. If you choose to place a fraud alert, we recommend you do this after activating your credit monitoring. You can place a fraud alert at one of the three major credit bureaus by phone and also via Experian's or Equifax's website. A fraud alert tells creditors to follow certain procedures, including contacting you, before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit. The contact information for all three bureaus is as follows:

Credit Bureaus

Equifax Fraud Reporting
1-866-349-5191
P.O. Box 105069
Atlanta, GA 30348-5069
www.equifax.com

Experian Fraud Reporting
1-888-397-3742
P.O. Box 9554
Allen, TX 75013
www.experian.com

TransUnion Fraud Reporting
1-800-680-7289
P.O. Box 2000
Chester, PA 19022-2000
www.transunion.com

It is necessary to contact only ONE of these bureaus and use only ONE of these methods. As soon as one of the three bureaus confirms your fraud alert, the others are notified to place alerts on their records as well. You will receive confirmation letters in the mail and will then be able to order all three credit reports, free of charge, for your review. An initial fraud alert will last for one year.

Please Note: No one is allowed to place a fraud alert on your credit report except you.

6. Security Freeze. By placing a security freeze, someone who fraudulently acquires your personal identifying information will not be able to use that information to open new accounts or borrow money in your name. You will need to contact the three national credit reporting bureaus listed above to place the freeze. Keep in mind that when you place the freeze, you will not be able to borrow money, obtain instant credit, or get a new credit card until you temporarily lift or permanently remove the freeze. There is no cost to freeze or unfreeze your credit files.

7. You can obtain additional information about the steps you can take to avoid identity theft from the following agencies. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them.

New Jersey Residents: Visit the State of New Jersey Department of Banking & Insurance site (https://www.nj.gov/dobi/division_consumers/finance/identitytheft.htm) for additional information on protection against identity theft. You can also call the NJ Division of Banking at 609-292-7272.

New York Residents: Visit the New York Attorney General's site (<https://ag.ny.gov/file-complaint>) for additional information on protection against identity theft. You may also reach them toll-free at [1-800-771-7755](tel:1-800-771-7755). Their mailing address is Office of the New York State Attorney General, The Capitol, Albany, NY 12224-0341

All US Residents: Identity Theft Clearinghouse, Federal Trade Commission, 600 Pennsylvania Avenue, NW Washington, DC 20580, <https://consumer.ftc.gov>, 1-877-IDTHEFT (438-4338), TTY: 1-866-653-4261.