

**cencora**

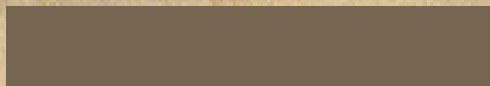
Return Mail Processing  
PO Box 589  
Claysburg, PA 16825-0589

May 30, 2024

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Re: Notice of Data Breach



Cencora, Inc. and its Lash Group affiliate partner with pharmaceutical companies, pharmacies, and healthcare providers to facilitate access to therapies through drug distribution, patient support and services, business analytics and technology, and other services. We take very seriously the protection of the information entrusted to us in providing these services.

We are writing to let you know about an event that involved your personal information that Lash Group has through its partnership with one such organization in connection with its patient support programs. It is important to note that we have no evidence at this time that your information has been used for any fraudulent purpose as a result of this incident, but we are sending this letter to tell you what happened, what information was potentially involved, what we have done and what you can do to address 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, cybersecurity experts and outside lawyers. On April 10, 2024, we confirmed that some of your personal information was affected by the incident.

**What Information Was Involved?**

Based on our investigation, personal 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 that any of this information has been or will be publicly disclosed, or that any information was or will be misused for fraudulent purposes as a result of this incident, but we are 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, we launched an investigation with the assistance of cybersecurity experts, law enforcement, and outside lawyers. Determining whether personal information or personal health information was compromised in any way has been one of the top priorities of this effort so that we could notify potentially affected individuals. Please be assured that we are also working with cybersecurity experts to reinforce our systems and information security protocols in an effort to prevent incidents like this from occurring in the future.



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We are also making resources available to those individuals whose information was involved. While we have no reason 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 Experian IdentityWorks™ credit monitoring and remediation services for 5 years at no charge to you. These services provide you with alerts for 5 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 and identity restoration assistance in the event that you become a victim of fraud.

### How do I enroll for the free 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 these services at no charge, 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: [REDACTED]. To receive the monitoring services described above, you must enroll by August 30, 2024. Please note that when signing up for monitoring services, you may be asked to verify personal information for your own protection to confirm your identity.

Should you have any questions regarding the Credit Monitoring services, have difficulty enrolling, or require additional support, please contact Experian at 1-833-918-1728. Be prepared to provide engagement number B123698 as proof of eligibility for the Identity Restoration services by Experian.

### What You Can Do

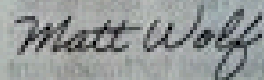
To help protect your personal information, we strongly recommend you take the following steps; all of which are good ideas in any event:

- Enroll in the credit monitoring service that we are offering to you. This will enable you to get alerts about any efforts to use your name and social security number 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. We encourage 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 we take this matter very seriously, and we apologize for the concern and inconvenience this may cause you.

Sincerely,



Matthew Wolf  
President, Biopharma Services  
Lash Group