

## **Notice of Data Security Incident**

**Chandler, Arizona – August 12, 2025** – On July 17, 2025, Survival Flight, Inc. discovered a cybersecurity incident that impacted its IT systems. Immediately upon identifying the incident, Survival Flight engaged third-party cybersecurity experts to assess, contain, and remediate the incident. Law enforcement was also notified.

The investigation to date has identified that name, address, medical treatment information and health insurance information was likely exposed for certain patients as a result of this incident. Survival Flight is working to determine the full extent of affected information. Once the investigation is complete, Survival Flight will be notifying individuals whose personal information was involved and providing resources they can use to help protect their information. As of this notice, the investigation has not identified any instances of fraud or identity theft that have occurred as a result of this incident.

Survival Flight takes its responsibility to safeguard personal information seriously and regrets any concern this incident may have caused. As part of Survival Flight's ongoing commitment to the security of information, the organization has taken steps to help reduce the likelihood of a similar event in the future.

As a general precaution, 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 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 to verify their accuracy and authenticity.
- 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 the care provider for any items you do not recognize.

Individuals with questions may contact the dedicated call center at 1-833-844-8218 from 8:00 am to 8:00 pm (EST), Monday through Friday.

Survival Flight sincerely regrets any inconvenience or concern that this matter may cause and remains dedicated to ensuring the privacy and security of all information in its control.

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