

Notice of a Data Security Incident

The Manor at Greendale learned that a third party gained access to certain of its management company's computer systems on October 3, 2024. According to its management company, upon identifying the issue, it took steps to secure its network and engaged a third-party computer forensic firm to assist with its investigation. The management company advised that it determined an unknown, unauthorized third party first gained access to its computer systems on September 17, 2024, and, during that time, accessed and acquired certain documents from those systems. On November 19, 2024, the management company determined the information involved for each individual varied, but may have included residents' names, addresses, phone numbers, dates of birth, Social Security numbers, medical treatment information, and health insurance information.

In addition to the actions described above, the management company is taking steps to reduce the risk of this type of incident from occurring in the future, including enhancing its technical security measures and security policies. The Manor at Greendale has sent letters to potentially involved individuals for whom it has a valid mailing address and has arranged for complimentary identity theft protection services for those individuals whose Social Security numbers were involved in the incident. To date, we have no reason to believe that any personal information has been misused for the purpose of committing fraud or identity theft, but as a precautionary measure, individuals should remain vigilant to protect against potential fraud and/or identity theft by, among other things, reviewing their account statements and monitoring credit reports closely. If individuals detect any suspicious activity, they should notify the entity with which the account is maintained, and promptly report any fraudulent activity to proper law enforcement authorities, including the police and their state attorney general. Additional information regarding identity protection can be obtained at www.ftc.gov/idtheft or by calling the Federal Trade Commission at 1-877-ID-THEFT (1-877-438-4338). Individuals may also contact the FTC at: Federal Trade Commission, 600 Pennsylvania Avenue, NW, Washington, DC 20580.

The Manor at Greendale takes its responsibility to safeguard personal information seriously and apologizes for any inconvenience or concern this incident might cause. Individuals seeking additional information may call a confidential, toll-free inquiry line at (833) 745-1431 from 9:00 a.m. through 9:00 p.m. Eastern Time, Monday through Friday, excluding major U.S. holidays.