

December 4, 2025

The Richmond Behavioral Health Authority ("RBHA") writes to notify you of a data security incident that may have impacted you. This notice is to inform you about the incident, our response, and steps you may take to protect against possible misuse of your personal information, should you feel it appropriate to do so.

What Happened? On or about September 30, 2025, RBHA became aware that it was the victim of a data incident. Immediately, RBHA's management, IT and third-party cybersecurity experts were engaged to investigate the incident, secure personal information and protect RBHA's network from compromise.

To date, our investigation revealed that malicious actors gained access to RBHA's network on or about September 29, 2025, and deployed ransomware to encrypt portions of the network. The malicious actors' network access was terminated as soon as it was detected. There is no definitive evidence that your personal information was accessed at this time. However, because an unknown actor gained access to our network, we are providing this notice out of an abundance of caution. To date, we have not received any indication that your information was misused by an unauthorized individual.

What Information Was Involved? It is possible that your full name or first initial and last name combined with your Social Security number, passport number, financial account information or health information may have been seen or accessed. This information is called your personal information or protected health information. It tells others about you and is a part of your identity.

What We Are Doing. We take the confidentiality, privacy, and security of information in our care seriously. Upon discovering the incident, information technology experts were immediately engaged and commenced an investigation to determine the nature and scope of the incident. While the investigation remains ongoing, we are taking steps now to implement additional safeguards and review policies and procedures relating to data privacy and security.

RBHA has implemented additional security measures designed to further protect the privacy of our students, staff and partners. Among other steps taken, we engaged a leading strategic service provider to monitor our cybersecurity systems, reviewed our system's architecture, and implemented stronger policies to prevent future attacks.

What You Can Do. We encourage you to remain vigilant against incidents of identity theft and fraud, to review your account statements, and to monitor your credit reports for suspicious activity. We also encourage you to review the "Steps You Can Take to Help Protect Your Information" pages enclosed herein.

For More Information. We understand that you may have some questions about this incident that are not addressed in this letter. Should you have additional

questions, please contact RBHA at 844-572-2716, toll-free Monday through Friday from 8:00 a.m. to 5:30 p.m. Central Time (excluding major U.S. holidays).

We apologize for any inconvenience that may have arisen as a result of this incident and appreciate your understanding as we have worked to resolve this issue.

Sincerely,

Cristi Zedd
Chief Executive Officer