Cherry Health
Comprehensive. Quality. *Healthcare.*

Heart of the City Health Center
100 Cherry Street SE
Grand Rapids, MI 49503

Cherry Street Services, Inc. - Notice of Data Privacy Event

November 13, 2026

Cherry Street Services, Inc. ("Cherry Health") is providing notice of an event that may affect the privacy of information related to certain current or former patients. Although **Cherry Health presently has no evidence that any such information has been used to commit identity theft or fraud**, Cherry Health is providing information about the event, the steps Cherry Health has taken in response, and resources available to individuals to help protect information from possible misuse, should they feel it is appropriate to do so.

What Happened. On or about April 19, 2026, Cherry Health became aware of suspicious activity relating to its network. Cherry Health promptly took measures to secure its environment to mitigate the risk of further activity and launched an investigation, with the support of third-party specialists, to determine the nature and scope of the activity. The investigation determined that an unauthorized actor gained access to Cherry Health's network and copied certain files. We then undertook a comprehensive review of the files involved, in partnership with third-party specialists, to determine what was contained therein and to whom it related. This review was completed on September 21, 2026.

What Information Is Involved. The information related to you may include, but not be limited to, your name along with address, phone number, date of birth, health insurance information, health insurance ID number, patient ID number, provider name, service date, and, in a limited number of cases, Social Security number. Importantly, the potentially impacted information may vary and may include several or just one of the above-listed types of data.

What Are We Doing. Cherry Health takes this event and the security of the information in its care very seriously. As part of its ongoing commitment to protecting the privacy of information in its care, Cherry Health is working to implement additional safeguards to reduce the likelihood of a similar incident in the future. Cherry Health is also providing individuals with guidance on how to protect against identity theft and fraud.

What Can I Do. Individuals should remain vigilant against incidents of identity theft by reviewing account statements and credit reports for unusual activity and errors. Any suspicious activity should be promptly reported to relevant parties. Additional information on protecting against identity theft and fraud can be found in the below *Steps You Can Take To Protect Personal Information*.

For More Information. Individuals seeking additional information regarding this event may call 888-619-1080, toll-free Monday through Friday, 8:00 a.m. – 9 p.m. ET, or write to Cherry Health at 100 Cherry St SE, Grand Rapids, MI 49503.

Steps You Can Take To Protect Personal Information

Under U.S. law, a consumer is entitled to one free credit report annually from each of the three major credit reporting bureaus, Equifax, Experian, and TransUnion. To order a free credit report, visit www.annualcreditreport.com or call toll-free 1-877-322-8228. Consumers may also directly contact the three major credit reporting bureaus listed below to request a free copy of their credit report.

Consumers have the right to place an initial or extended "fraud alert" on a credit file at no cost. An initial fraud alert is a 1-year alert that is placed on a consumer's credit file. Upon seeing a fraud alert display on a consumer's credit file, a business is required to take steps to verify the consumer's identity before extending new credit. If consumers are the victim of identity theft, they are entitled to an extended fraud alert, which is a fraud alert lasting seven years. Should consumers wish to place a fraud alert, please contact any of the three major credit reporting bureaus listed below.

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As an alternative to a fraud alert, consumers have the right to place a "credit freeze" on a credit report, which will prohibit a credit bureau from releasing information in the credit report without the consumer's express authorization. The credit freeze is designed to prevent credit, loans, and services from being approved in a consumer's name without consent. However, consumers should be aware that using a credit freeze to take control over who gets access to the personal and financial information in their credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application they make regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, consumers cannot be charged to place or lift a credit freeze on their credit report. To request a credit freeze, individuals may need to provide some or all of the following information:

1. Full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security number;
3. Date of birth;
4. Addresses for the prior two to five years;
5. Proof of current address, such as a current utility bill or telephone bill;
6. A legible photocopy of a government-issued identification card (state driver's license or ID card, etc.); and
7. A copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft if they are a victim of identity theft.

Should consumers wish to place a credit freeze or fraud alert, please contact the three major credit reporting bureaus listed below:

Equifax	**Experian**	**TransUnion**
https://www.equifax.com/personal/credit-report-services/	https://www.experian.com/help/	https://www.transunion.com/data-breach-help
1-888-298-0045	1-888-397-3742	1-833-799-5355
Equifax Fraud Alert, P.O. Box 105069, Atlanta, GA 30348-5069	Experian Fraud Alert, P.O. Box 9554, Allen, TX 75013	TransUnion, P.O. Box 2000, Chester, PA 19016
Equifax Credit Freeze, P.O. Box 105788, Atlanta, GA 30348-5788	Experian Credit Freeze, P.O. Box 9554, Allen, TX 75013	TransUnion, P.O. Box 160, Woodlyn, PA 19094

Additional Information

Consumers may further educate themselves regarding identity theft, fraud alerts, credit freezes, and the steps they can take to protect their personal information by contacting the consumer reporting bureaus, the Federal Trade Commission, or their state Attorney General. The Federal Trade Commission may be reached at: 600 Pennsylvania Avenue NW, Washington, D.C. 20580; www.identitytheft.gov; 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. Consumers can obtain further information on how to file such a complaint by way of the contact information listed above. Consumers have the right to file a police report if they ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, consumers will likely need to provide some proof that they have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement and the relevant state Attorney General. This notice has not been delayed by law enforcement.