

Notice of Data Security Incident

Harlan, Iowa – June 27, 2025 – Shelby County Chris A. Myrtue Memorial Hospital (“Myrtue Medical Center”) is providing notice of a recent data security incident that may have resulted in the unauthorized access to certain individuals’ personal information. While Myrtue Medical Center’s investigation of this incident remains ongoing, this notice is intended to share information available to date, steps Myrtue Medical Center is taking in response to the incident, in addition to proactive steps individuals can take to protect their data.

What Happened? On June 13, 2025, Myrtue Medical Center detected suspicious activity on its computer systems. Upon discovery of this incident, Myrtue Medical Center promptly strengthened the security of its systems and engaged a specialized third-party cybersecurity firm to conduct a comprehensive investigation to determine the nature and scope of the incident. The forensic investigation is still ongoing and will take time to complete. Myrtue Medical Center is also in the process of identifying impacted individuals as well as the type of information that may have been exposed as a result of the incident. Myrtue Medical Center plans to send written notice to each impacted individual via U.S. mail along with resources to protect their personal information.

What Are We Doing? Data privacy and security is among Myrtue Medical Center’s highest priorities, and Myrtue Medical Center is committed to doing everything it can to protect the privacy and security of the personal information in its care. Since the discovery of the incident, Myrtue Medical Center moved quickly to investigate, respond, and confirm the security of its systems. In addition, Myrtue Medical Center has taken the following steps since the incident: disconnected remote access to its network, changed administrative credentials, enhanced the security measures, and took steps and will continue to take steps to mitigate future risks.

What Can You Do to Protect Your Data? Meanwhile, if individuals are concerned that their information may have been exposed as a result of this incident, there are a variety of steps you can take to protect your data. Steps an individual can take to protect against identity theft and fraud include: carefully reviewing your financial statements for unauthorized activity, monitoring your credit reports, and/or placing a fraud alert or credit freeze on your credit reports by contacting the three credit reporting agencies (Equifax, Experian, and TransUnion). You can obtain more information from the U.S. Federal Trade Commission about identity theft prevention, fraud alerts and freezing your credit at www.ftc.gov.

Other Important Information

Once again, Myrtue Medical Center’s investigation of the incident remains ongoing. However, should you have any questions or concerns in the meanwhile, please call 866-905-8124 (toll free) Monday through Friday, during the hours of 9:00 a.m. and 9:00 p.m. Central Standard Time (excluding U.S. national holidays).

Myrtue Medical Center remains dedicated to ensuring the privacy and security of all information in our control and sincerely apologizes for any inconvenience.

Sincerely,

SHELBY COUNTY CHRIS A. MYRTUE MEMORIAL HOSPITAL

ADDITIONAL RESOURCES TO HELP PROTECT YOUR INFORMATION

Monitor Your Accounts

We recommend that you remain vigilant for incidents of fraud or identity theft by regularly reviewing your credit reports and financial accounts for any suspicious activity. You should contact the reporting agency using the phone number on the credit report if you find any inaccuracies with your information or if you do not recognize any of the account activity.

You may obtain a free copy of your credit report by visiting www.annualcreditreport.com, calling toll-free at 1-877-322-8228, or by mailing a completed Annual Credit Report Request Form (available at www.annualcreditreport.com) to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281. You may also purchase a copy of your credit report for a fee by contacting one or more of the three national credit reporting agencies.

You have rights under the federal Fair Credit Reporting Act (FCRA). The FCRA governs the collection and use of information about you that is reported by consumer reporting agencies. You can obtain additional information about your rights under the FCRA by visiting <https://www.ftc.gov/legal-library/browse/statutes/fair-credit-reporting-act>.

Credit Freeze

You have the right to add, temporarily lift and remove a credit freeze, also known as a security freeze, on your credit report at no cost. A credit freeze prevents all third parties, such as credit lenders or other companies, whose use is not exempt under law, from accessing your credit file without your consent. If you have a freeze, you must remove or temporarily lift it to apply for credit. Spouses can request freezes for each other as long as they pass authentication. You can also request a freeze for someone if you have a valid Power of Attorney. If you are a parent/guardian/representative you can request a freeze for a minor 15 and younger. To add a security freeze on your credit report you must make a separate request to each of the three national consumer reporting agencies by phone, online, or by mail by following the instructions found at their websites (see "Contact Information" below). The following information must be included when requesting a security freeze: (i) full name, with middle initial and any suffixes; (ii) Social Security number; (iii) date of birth (month, day, and year); (iv) current address and any previous addresses for the past five (5) years; (v) proof of current address (such as a copy of a government-issued identification card, a recent utility or telephone bill, or bank or insurance statement); and (vi) other personal information as required by the applicable credit reporting agency.

Fraud Alert

You have the right to add, extend, or remove a fraud alert on your credit file at no cost. A fraud alert is a statement that is added to your credit file that will notify potential credit grantors that you may be or have been a victim of identity theft. Before they extend credit, they should use reasonable procedures to verify your identity. Please note that, unlike a credit freeze, a fraud alert only notifies lenders to verify your identity before extending new credit, but it does not block access to your credit report. Fraud alerts are free to add and are valid for one year. Victims of identity theft can obtain an extended fraud alert for seven years. You can add a fraud alert by sending your request to any one of the three national reporting agencies by phone, online, or by mail by following the instructions found at their websites (see "Contact Information" below). The agency you contact will then contact the other credit agencies.

Federal Trade Commission

For more information about credit freezes and fraud alerts and other steps you can take to protect yourself against identity theft, you can contact the Federal Trade Commission (FTC) at 600 Pennsylvania Avenue NW, Washington, DC 20580, www.identitytheft.gov, 1-877-ID-THEFT (1-877-438-4338), 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. You can obtain further information on how to file such a complaint by way of the contact information listed above.

You should also report instances of known or suspected identity theft to local law enforcement and the Attorney General's office in your home state and you have the right to file a police report and obtain a copy of your police report.

Contact Information

Below is the contact information for the three national credit reporting agencies (Experian, Equifax, and TransUnion) if you would like to add a fraud alert or credit freeze to your credit report.

Credit Reporting Agency	Access Your Credit Report	Add a Fraud Alert	Add a Security Freeze
Experian	P.O. Box 2002 Allen, TX 75013-9701 1-866-200-6020 www.experian.com	P.O. Box 9554 Allen, TX 75013-9554 1-888-397-3742 https://www.experian.com/fraud/center.html	P.O. Box 9554 Allen, TX 75013-9554 1-888-397-3742 www.experian.com/freeze/center.html
Equifax	P.O. Box 740241 Atlanta, GA 30374-0241 1-866-349-5191 www.equifax.com	P.O. Box 105069 Atlanta, GA 30348-5069 1-800-525-6285 www.equifax.com/personal/credit-report-services/credit-fraud-alerts	P.O. Box 105788 Atlanta, GA 30348-5788 1-888-298-0045 www.equifax.com/personal/credit-report-services
TransUnion	P.O. Box 1000 Chester, PA 19016-1000 1-800-888-4213 www.transunion.com	P.O. Box 2000 Chester, PA 19016 1-800-680-7289 www.transunion.com/fraud-alerts	P.O. Box 160 Woodlyn, PA 19094 1-800-916-8800 www.transunion.com/credit-freeze