

Dear Valued Customer,

Change Healthcare (Change) recently notified us that it had determined that certain data relating to services provided to WEX Health was involved in the cybersecurity incident Change experienced in February 2024. As you may know, Change Healthcare provided print and delivery services for certain reimbursement checks and advice of deposit notifications on behalf of WEX Health. We are writing to inform you that **the affected data includes information related to your organization.**

Attached is additional information from Change Healthcare about the incident. We encourage you to review this information to understand what happened, what information was affected, steps individuals can take to protect themselves, and what Change Healthcare has done to respond to the incident.

Individual and Regulator Notifications. Change will handle legally required notifications on your behalf **unless you opt out as detailed below.** This includes direct notice (written letters) under HIPAA and state laws to affected individuals for whom Change has a sufficient address. It also includes notice to the U.S. Department of Health & Human Services Office for Civil Rights (OCR) and to state attorneys general as appropriate. The written letters that Change will send to affected individuals is attached to this communication. Change has also provided a HIPAA substitute notice link that you can post on the homepage of your website: <https://www.changehealthcare.com/hipaa-substitute-notice>.

Opt Out Process. **Unless you opt out by Wednesday, March 19, 2025,** Change will proceed with these notifications. If you choose to opt out, please contact us at incidentresponse@wexhealthinc.com and we will work with you to provide you with available data to facilitate your provision of notice to individuals and regulators under HIPAA and state laws. Please note that Change has informed us that this is a one-time opt-out process. Once you opt out, you cannot opt back into the Change notification process.

Important Next Steps. Change has established a dedicated customer call center and website to offer additional resources and information regarding the incident:

- **Call Center:** 1-866-262-5342 (Monday–Friday, 8 a.m.–8 p.m. CST).
- **Website:** www.changeybersupport.com.

We encourage you to review the attached information thoroughly and contact us at incidentresponse@wexhealthinc.com if you have questions or require assistance. We regret any inconvenience this incident may cause and are committed to supporting you during this process.

Sincerely,

WEX Health Privacy Office