Original Notice: January 16, 2026
Updated Notice: July 22, 2026

Notice of Security Incident

Central Texas MHMR dba Center for Life Resources, ("CFLR" or "we") is issuing notice of an event that may involve client personal and protected health information. We are providing you with information about the event, our response to it, and steps you can take to protect against the possibility of identity theft and fraud, should you feel it is appropriate to do so.

On November 17, 2025, CFLR became aware of unusual activity within its internal network. Immediate action was taken to secure our network and to ensure that client care was not disrupted. Additionally, CFLR promptly launched an investigation with assistance from cybersecurity specialists to determine the nature and scope of the activity. The investigation determined that the network had been accessed by an unknown actor on November 14-15, 2025, and during this time, files were copied and potentially viewed. We then conducted a thorough and time-intensive review of the email accounts to identify the information within the accounts and the individuals associated with this information. On or about June 22, 2026, this review and analysis was substantially completed and revealed that data containing clients' information was contained within the impacted files. While the information involved varies per person, it may have included a combination of names, dates of birth, contact information, health insurance information, diagnosis, treatment, and/or medical information, financial account information, and/or government-issued identification numbers (such as Social Security numbers and driver's licenses). CFLR then took steps to notify clients as soon as possible.

The privacy of client information is one of our top priorities. As part of our ongoing commitment to data privacy, we continue working to review existing policies and procedures. We are also reporting this incident to appropriate regulators, including the U.S. Department of Health and Human Services.

To date, we are not aware of any reports of identity fraud or fraudulent activity involving your information as a result of this incident. However, it is always prudent to remain vigilant against incidents of identity theft by reviewing account statements and explanations of benefits for unusual activity and to report any suspicious activity promptly to your insurance company, health care provider, or financial institution. Additional details can be found below in the *Steps You Can Take to Help Protect Your Information*.

If you have questions about this incident that are not addressed in this notice, please call our toll-free dedicated assistance line at 1-844-784-6114 between 8:00 am to 8:00 pm, ET, Monday through Friday, excluding US holidays.

Steps You Can Take to Help Protect Your Information

Monitor Your Accounts

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 your free credit report, visit www.annualcreditreport.com or call, toll-free, 1-877-322-8228. You may also directly contact the three major credit reporting bureaus listed below to request a free copy of your 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 one-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 you are a victim of identity theft, you are entitled to an extended fraud alert, which is a fraud alert lasting seven years. Should you wish to place a fraud alert, please contact any one 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 your name without your consent. However, you should be aware that using a credit freeze to take control over who gets access to the personal and financial information in your credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application you make regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, you cannot be charged to place or lift a credit freeze on your credit report. To request a security freeze, you will need to provide 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, military identification, etc.); and
7. A copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft if you are a victim of identity theft.

Should you wish to place a fraud alert or credit freeze, 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/credit-help
1-888-298-0045	1-888-397-3742	1-833-395-6938
Equifax Fraud Alert, P.O. Box 105069 Atlanta, GA 30348-5069	Experian Fraud Alert, P.O. Box 9554, Allen, TX 75013	TransUnion Fraud Alert, 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 Credit Freeze, P.O. Box 160, Woodlyn, PA 19094

Additional Information

You may further educate yourself regarding identity theft, fraud alerts, credit freezes, and the steps you can take to protect your personal information by contacting the consumer reporting bureaus, the Federal Trade Commission, or your state Attorney General. The Federal Trade Commission may be reached at: 600 Pennsylvania Avenue NW, Washington, DC 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. You can obtain further information on how to file such a complaint by way of the contact information listed above. You have the right to file a police report if you ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, you will likely need to provide some proof that you have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement and your state Attorney General. This notice has not been delayed by law enforcement.