



Hamilton County EMS

July 14, 2024

Re: Notice of Security Incident

Recently, Nationwide Recovery Service, Inc. ("NRS") observed suspicious activity within our network that disrupted the operability of certain computers systems. Upon becoming aware of this activity, we promptly took steps to secure our environment and engaged cybersecurity specialists to assist with our investigation. Our investigation to date has confirmed that this activity is the result of a cybersecurity event.

In response to this activity, our IT staff took our servers and workstations offline out of an abundance of caution. Accordingly, certain services are impacted and not operational. We are working diligently to restore functionality to our systems as soon as possible.

While our investigation is ongoing, we are working to confirm the full nature and scope of the event, including any impact to your organization. We will provide additional information as our investigation progresses, and if we identify any specific impact to your data. As part of our comprehensive incident response, we also reported the event to federal law enforcement.

NRS values your partnership, cooperation, and support as our response continues. If you have any questions, please contact Angela Hines at angela.hines@nrsagency.com.

Sincerely,

Michael Baird
CEO
Nationwide Recovery Service, Inc.