Notice of a Data Security Incident

Postmeds is a pharmacy company that fulfills mail-order prescriptions. We recently identified and addressed a cybersecurity incident involving some of this information. On October 30, 2023, we began mailing letters to individuals who were impacted by the incident.

On August 31, 2023, we discovered that a bad actor gained access to a subset of files used for pharmacy management and fulfillment services. We immediately launched an investigation with assistance from cybersecurity professionals and worked quickly to secure our environment. Our investigation determined that the bad actor accessed the files between August 30, 2023 and September 1, 2023. Our review determined these files contained patient names, medication type, and in some instances, demographic information and/or prescribing physician name. Importantly, Social Security numbers were **not** involved, as Postmeds does not receive this information.

We are committed to providing outstanding pharmacy services and protecting the information in our care. To help prevent something like this from happening again, we are enhancing our security protocols and technical safeguards, and we are increasing awareness of cybersecurity threats through additional employee training. We also encourage affected individuals to regularly review their information for accuracy, as a best practice, including information they receive from their healthcare providers.

We take this incident very seriously and regret any inconvenience or concern this may cause. Should you have questions, please contact our confidential call center at 1-855-457-9143, Monday through Friday, 9:00 a.m. to 9:00 p.m. Eastern Time.