

Notice of Data Event
August 17, 2026

Notice of Data Event

This notice is from Magnolia Management Company, LLC (“Magnolia Management” or “we”) regarding a data event. We manage and staff The Arbors and The Ivy assisted living communities. On April 3, 2026, we identified suspicious activity within Magnolia Management’s email environment. Upon discovery, we took immediate action to secure our email environment and investigate the scope of the event, including hiring a reputable forensic investigation team. The investigation revealed that an unauthorized actor gained access to certain information in only one employee email account of Magnolia Management. We undertook a comprehensive and time-intensive review of the contents of the potentially impacted email data in the affected employee email account in order to determine the type(s) of information present and to whom that information relates. This review is still ongoing, but once completed, we will notify any impacted individuals as required by applicable state and federal law.

In response to this event, we also implemented additional technical safeguards to further enhance the security of information in our possession and with the aim of preventing similar events from happening in the future. Additionally, while there is no evidence of actual or attempted misuse of any information as a result of this event, we will be providing impacted individuals with access to complimentary credit monitoring and identity protection services as an added precaution.

We take confidentiality very seriously and regret any inconvenience or concern caused by this event. If you have any questions or concerns, please call Abigail Ireland at (413) 371-8529, Monday through Friday, 8:30 am – 5:00 pm Eastern Time, excluding major U.S. holidays.

Additionally, it is always prudent to review health care statements for accuracy and report any services or charges that were not incurred to the provider or insurance carrier. As a best practice, individuals are encouraged to remain vigilant against incidents of identity theft by reviewing credit reports, account statements, and explanation of benefits forms for suspicious activity and to detect errors.

In order to further protect themselves, individuals may place a fraud alert or credit freeze by contacting the credit reporting agencies: TransUnion 1-800-680-7289, P.O. Box 2000 Chester, PA 19016, transunion.com; Experian 1-888-397-3742, P.O. Box 9554 Allen, TX 75013, experian.com; Equifax 1-888-298-0045, P.O. Box 105069 Atlanta, GA 30348, equifax.com.

Individuals can further educate themselves regarding identity theft, fraud alerts, credit freezes, and steps to protect their personal information by contacting the credit reporting bureaus, the Federal Trade Commission (“FTC”), or their state attorney general. The FTC may be reached at 600 Pennsylvania Ave. NW, Washington, D.C. 20580; www.identitytheft.gov; 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261. Instances of known or suspected identity theft should also be reported to law enforcement, your state attorney general, and the FTC.