

Subject: Important Notice: Data Security Incident Involving Louisiana Board of Massage Therapy Online System – 10/7/2025

The Louisiana Board of Massage Therapy recently learned of a data security incident involving our web hosting provider that supports the Board's online system. We take this matter very seriously and want to share details of what happened, what we've done in response, and what you can do to protect your information. At this time, there is no evidence that your information has been misused, but we are providing this notice out of an abundance of caution.

We were notified by our web hosting provider that on October 2, 2025, an unauthorized party gained access to part of the hosting environment supporting the Board's online system. Once the incident was discovered, we immediately took the affected system offline, secured them, and began a comprehensive investigation.

We have notified law enforcement and the Louisiana Attorney General's Consumer Protection Section as required by law.

Because the affected system is currently offline, the Board is working to establish a secure temporary website while the main system remains under review. We will provide additional details and links as soon as the temporary site is operational.

At this stage of the investigation, the data that may have been accessed could include:

- Your name
- Address
- Date of birth
- Social Security number

To protect yourself from the possibility of identity theft, we recommend that you immediately place a fraud alert on your credit files. A fraud alert conveys a special message to anyone requesting your credit report that you suspect you were a victim of fraud. When you or someone else attempts to open a credit account in your name, the lender should take measures to verify that you have authorized the request. A fraud alert should not stop you from using your existing credit cards or other accounts, but it may slow down your ability to get new credit. An initial fraud alert is valid for ninety (90) days. To place a fraud alert on your credit reports, contact one of the three major credit reporting agencies at the appropriate number listed below or via their website. One agency will notify the other two on your behalf. You will then receive letters from the agencies with instructions on how to obtain a free copy of your credit report from each.

- Equifax (888)766-0008 or www.fraudalert.equifax.com
- Experian (888) 397-3742 or www.experian.com
- TransUnion (800) 680-7289 or www.transunion.com

Even if you do not find signs of fraud on your credit reports, we recommend that you remain vigilant in reviewing your credit reports from the three major credit reporting agencies. You may obtain a free copy of your credit report once every 12 months by visiting www.annualcreditreport.com, calling toll-free 877-322-8228 or by completing an Annual Credit Request Form at: www.ftc.gov/bcp/menus/consumer/credit/rights.shtm and mailing to:

Annual Credit Report Request Service,
P.O. Box 1025281
Atlanta, GA 30348-5283

We sincerely apologize for any inconvenience or concern this may cause. Protecting your information and restoring secure online access remains our top priorities. We will provide an update as the temporary website becomes available.

Sincerely,

Louisiana Board of Massage Therapy