

NOTIFICATION OF DATA INCIDENT

On April 15, 2024, Walmart Inc. became aware of an error that occurred on February 14, 2024 and affected a subset of digital pharmacy patient profiles, which caused information about one patient to be visible to another patient. Walmart immediately began investigating to determine the extent of the personal information impacted.

The investigation revealed that the first and last name, date of birth, and gender of some patient's digital pharmacy profiles may have been visible to another patient. The issue was due to an error. The security of Walmart's systems was not impacted. If you logged into your online pharmacy account between February 14, 2024 and April 18, 2024, it is possible you were affected by this error.

Walmart takes this matter very seriously and the company is fully committed to protecting the privacy and security of protected health information. We have addressed the error, and we are also continuing to evaluate additional safeguards to help prevent this type of incident from occurring in the future.

Walmart is sending individual notices to affected patients. If you have any questions, we encourage you to contact our dedicated call center at 1-866-898-4544, Monday through Friday from 8:00 am – 5:30 pm CST, excluding major US holidays. As a reminder, please be vigilant when reviewing information pertaining to you and always be cautious about requests to provide any personal or financial information over the phone, by text or by email. Be sure to always verify the source of any request for such information.