BY ORDER OF THE U.S. DISTRICT COURT FOR THE DISTRICT OF MARYLAND

If you paid one or more fees to CIOX HEALTH,LLC that were not permitted by Maryland's Confidentiality of Medical Records Act, Md. Code Ann., Health-Gen. §§ 4-301, et seq. between October 1, 2016 and July 11, 2025, you could be part of a Class Action Settlement that affects your rights.

The U.S. District Court for the District of Maryland authorized this notice.
This is not a solicitation from a lawyer.

- Through a proposed Class Action Settlement, the Defendant CIOX HEALTH, LLC ("CIOX") has agreed to resolve a lawsuit over whether CIOX charged Individuals and/or their Law Firm representatives, and a limited number of companies including copying services and insurers, for copies of medical records in violation of Maryland's Confidentiality of Medical Records Act, Md. Code Ann., Health-Gen. §§ 4-301, *et seq.* ("CMRA").
- The proposed Class Action Settlement avoids costs and risks of continuing the lawsuit, pays money to Settlement Class Members who file valid Claims, and releases CIOX and the health care providers (as defined in CMRA, Md. Code Ann., Health-Gen. § 4-301(h)(1)) ("Health Care Providers") whom CIOX represented in connection with the release of the Settlement Class Member's Medical Records, from liability to Settlement Class Members.
- Under the proposed Settlement, CIOX will fund a settlement of **$4.5 Million** (the "Common Fund"). This Common Fund will be used to make payments to all Settlement Class Members who file valid Claims. In return, CIOX will be released from liability to the Settlement Class Members.
- Court-appointed lawyers for Settlement Class Members will ask the Court to approve a payment of 1/3 of the Common Fund as attorneys' fees, plus costs, for investigating the facts, litigating the case, and negotiating the settlement. In addition to the monies paid into the Common Fund, CIOX also has agreed to pay the seven (7) Class Representatives in this case, each an incentive payment of up to $7,500, subject to Court Approval.
- The two sides disagree on whether a class action could have been maintained, whether CIOX did anything wrong, and how much money was at stake.
- **If you are a Settlement Class Member, your legal rights are affected whether you act, or don't act. Read this notice carefully.**

LEGAL RIGHTS AND OPTIONS FOR SETTLEMENT CLASS MEMBERS:	
FILE A CLAIM	Because CIOX's records show that, between October 1, 2016 and July 11, 2025, you may have paid one of the Eligible Fees resulting from a request for Medical Records to CIOX, you may: (1) file a claim online, or download a Claim Form at *www.CIOXsettlement-Maryland.com*; or (2) ask the Settlement Administrator to mail you a claim form by calling 866-274-4004. To file a Claim, all you need to do, for each transaction in which one or more of the "Eligible Fees" was charged, is confirm your name, mailing address, email, telephone number and, if you are: (A) an Individual, affirm that you paid directly and/or reimbursed your lawyer(s) representing you for one or more of the "Eligible Fees" that were charged in connection with a Medical Records Request made on your behalf; or (B) a Law Firm, eligible copying service, or eligible insurer, affirm that you paid one or more of the "Eligible Fees" in connection with a Medical Records request made for an Individual that you represented, but the fee was not otherwise reimbursed to you.
DO NOTHING	If you do not file a Claim, you will not receive any payment, even if you are a Settlement Class Member. If you fit the Class definition, you will still be bound by the settlement and will still release CIOX and the Health Care Providers from liability to you. If you do not file a Claim but remain in the Settlement Class, you can't sue, continue to sue, or be part of any other lawsuit against CIOX about the claims, known or unknown, that were or could have been raised in connection with or arising out of the charges for Medical Records made during the Class Period to Settlement Class members or anyone operating on their behalf, to the extent consistent with applicable case law.
EXCLUDE YOURSELF	If you "opt out" or exclude yourself, you will get no Settlement benefits. If you meet the class definition, this is the only option that preserves your ability to bring an action against CIOX and the Health Care Providers in this case about the legal claims that were asserted or could have been asserted in this case. If you wish to exclude yourself from the settlement, you must mail a request for exclusion to the Settlement Administrator postmarked no later than December 4, 2026 (for Law Firms, eligible copying services, and eligible insurers), and no later than February 22, 2027 (for Individuals), as explained herein.
OBJECT	If you have Objections, you may write to the Court about why you don't like the settlement.
PROVIDE CONTACT INFORMATION	In the interest of ensuring that current or former clients of Law Firms receive notice of this settlement, Law Firms that (a) identify particular Eligible Fees as having been reimbursed by a client or (b) opt out of or elect not submit claims pursuant to this settlement regarding Eligible Fees paid to CIOX for a request made on behalf of a client, are encouraged to provide to the settlement administrator the last-known contact information of such clients by visiting www.CIOXsettlement-Maryland.com.
GO TO A HEARING	If you write to the Court with an objection, you can also ask to speak in Court about the fairness of the Settlement.

- These rights and options – **and the deadlines to exercise them** – are explained in this notice.
- The Court in charge of this case still has to decide whether to approve the Settlement. Payments will be made if the Court approves the Settlement and after any appeals are resolved. Please be patient.

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BASIC INFORMATION

1. Why did I get this Notice?

You received this Notice because CIOX's records show that, at some point after October 1, 2016, either you or someone on your behalf requested Medical Records and CIOX charged you one or more of the fees at issue (the "Eligible Fees") in this case in connection with the request. As a result, you are a Settlement Class Member if you actually paid the fee and (in the case of Law Firm, eligible copying service, or eligible insurer) were not otherwise reimbursed.

The Court sent this Notice because Settlement Class Members have a right to know about this Class Action Lawsuit and Settlement, and about your option to exclude yourself from the Class Action and Settlement if you so desire.

The Court in charge of the case is the U.S. District Court for the District of Maryland, and the case is known as *Ayers, et al. v. CIOX Health LLC*, Case No. 8:24-cv-2208-ABA.

2. What is this Lawsuit about?

The Class Representatives claim that CIOX overcharged Individuals and Law Firms for copies of medical records requested on behalf of Individuals, in violation of Maryland's Confidentiality of Medical Records Act, Md. Code Ann., Health-Gen. §§ 4-301, *et seq*. (the "CMRA"), with the most common overcharge being a $22.88 fee that was added when no Medical Records were located (a "No Records Found Fee").

3. Why is this a class action?

In a class action, one or more individuals called Class Representatives (in this case there are seven (7) such Representatives – Gillian Ayers (as personal representative of the estate of Earl Ayers), Melissa Harmon, Maia Bar Am, Ashley Hoggard, Charles Pugh, Veronica Stewart and Narvell Nines), file claims on behalf of themselves as well as other individuals who have similar claims. If a Court determines that those similar claims should all be handled in one lawsuit, the Court may order that the claims proceed as a class action. The U.S. District Court for the District of Maryland is in charge of this class action.

4. Why is there a Settlement?

The Class Representative alleged in this case that, after a trial, CIOX must be ordered to refund the entire amount of the "Eligible Fees" that you and other Settlement Class Members paid in connection with the request for Medical Records. For example, Class Representative Gillian Ayers (as personal representative of the estate of Earl Ayers) alleges that her husband Earl Ayers' personal injury lawyers paid CIOX a fee of $22.88 when a request for Medical Records did not, ultimately, lead to the production of any Medical Records, that $22.88 fee was paid by the lawyers, and then was reimbursed by Mr. Ayers when his personal injury lawsuit resolved. At trial, the Plaintiffs would have asked the Court to award Gillian Ayers the amount that her husband paid -- $22.88. CIOX, however, argued that Plaintiff and the Class should not recover anything. But there was no trial. Instead, both sides agreed to a settlement. That way, they avoid the costs of additional and protracted legal proceedings, potentially including a trial and appeals, and Settlement Class Members will get compensation if they file a valid and timely claim. Class Counsel thinks the Settlement is best for all Class Members.

WHO IS IN THE SETTLEMENT

5. How do I know if I am part of the Settlement?

The parties agreed, and the U.S. District Court for the District of Maryland decided, that everyone who fits the following description is a Settlement Class Member (with some exceptions, see number 6, below):

> All Individuals and Law Firms (which shall include solo practitioners) who, between October 1, 2016 and July 11, 2025, sought copies of Medical Records from a Maryland health care provider, or had their Medical Records requested by some other person pursuant to their authorization and were charged and paid (but, with respect to the Law Firms, not otherwise reimbursed):
>
> (1) a fee of any type by CIOX, after it was determined that no such Medical Records existed (the "No Records Found" or "NRF" Fee); or
>
> (2) fees for requests where Medical Records were retrieved, copied and produced but the amounts charged and collected were greater than the per-page rates or aggregate caps permitted by Health-Gen § 4-304(c)(3)(i) and (iii)(2), as adjusted annually in accordance with the Consumer Price Index; or
>
> (3) one or more of the following fees: Retrieval Fee, Sales Tax, Electronic Delivery Fee, Certification Fee.

Excluded from the Settlement Class are those individuals who now are or ever have been CIOX executives and the spouses, parents, siblings and children of all such individuals.

Note: The fees described in (1), (2) and (3) are referred to as the "Eligible Fees."

For purposes of this Settlement, the use of the term Law Firm shall also include any copying service or insurance company that made a request for Medical Records for an Individual pursuant to an authorization in connection with a copying or insurance-related matter, respectively, to the extent that such copying service or insurance company was charged an NRF Fee. For the avoidance of doubt, for the purposes of this Settlement, such copying services and insurance companies are included in the term Law Firm irrespective of whether any attorney was involved at any level in the request(s) for Medical Records at issue.

6. Are there exceptions to being included?

Excluded from the Settlement Class are all employees, officers and directors of the Defendants and all employees of the Court. In addition, the Settlement Class does not include any Individual who did not pay an Eligible Fee or reimburse an Eligible Fee to their lawyers, or any Law Firms, to the extent that they received reimbursement of an Eligible Fee.

7. I'm still not sure if I am included.

If you are still not sure whether you are included, you can ask for free help. You can call 866-274-4004 or visit *www.CIOXsettlement-Maryland.com* for more information.

8. What am I giving up to stay in the Settlement?

If you fit the Class definition, unless you exclude yourself from this case, you will remain a Settlement Class Member, and that means that you can't sue, continue to sue, or be part of any other lawsuit against CIOX or the health care providers whose Medical Records CIOX was producing, for any claims that were or could have been raised in connection with or arising out of the charges for Medical Records to the extent consistent with applicable case law. It also means that all of the Court's orders will apply to you and legally bind you. The full scope of the release is available in the Settlement Agreement on the Settlement Website.

THE SETTLEMENT BENEFITS – WHAT YOU GET

9. What does the Settlement provide?

CIOX has agreed to pay **$4.5 million** into a fund (the "Common Fund"). The Common Fund will be used to make payments to all Settlement Class Members who file valid claims (each an "Approved Claimant").

There are as many as 408,000 eligible claims, and potential claimants include Law Firms, companies including a limited number of copying services and insurers, and Individuals many of whom each have multiple eligible claims. In order to make a valid claim, Settlement Class Members must affirm in writing (either through the website www.CIOXsettlement-Maryland.com or in paper form): (1) for an Individual, that they paid directly and/or reimbursed their lawyer(s) representing them one or more "Eligible Fees" that were charged in connection with a Medical Records Request made on their behalf; or (B) a Law Firm, eligible copying service, and eligible insurer, that it paid one or more "Eligible Fees" in connection with a Medical Records request made for an Individual that it represented, but the fee was not otherwise reimbursed to them. Claimants may file a separate claim for each request for medical records that includes one or more of the Eligible Fees (as shown on the invoice and as determined by the Settlement Administrator); for the avoidance of doubt, at most one claim may be filed for each invoice on which one or more of the Eligible Fees was charged and paid.

Based upon the estimated number of persons who fit the Class definition, and the expected claims rate, it is anticipated that each Approved Claimant will receive a payment of approximately $45.76 (a "Settlement Payment"). Ultimately, the amount paid will depend upon the number of valid claims submitted by Approved Claimants. The goal of this Settlement, however, is to pay each claimant at least twice as much as the Eligible Fee that they likely paid CIOX, using the $22.88 "No Records Found" Fee as a benchmark. However, if, because of the number of valid claims submitted by Approved Claimants, the aggregate Settlement Payments to the Class Members exceeds the amount available in the Common Fund, then, in such event, the Settlement Administrator will need to reduce the Payments to Class Members from the Common Fund accordingly. On the other hand, if there are fewer valid claims submitted by Approved Claimants, then, in such event, the Settlement Administrator will increase payments to Class Members from the Common Fund.

Settlement Class Members who are not Claimants shall not receive a payment under the Settlement.

In exchange for the Common Fund, Settlement Class Members give up any right to sue for all claims that were or could have been raised in connection with or arising out of the charges for Medical Records to the extent consistent with applicable case law. Settlement Class Members also give up this right with respect to the health care providers whose Medical Records CIOX was producing.

All claims must be made on or before December 4, 2026 (for Law Firms, eligible copying services, and eligible insurers), and no later than May 22, 2027 or 60 days after the date of the Final Approval (for Individuals). If you do not file a valid claim, you will not receive any payment. However, if you fit the Class definition, you will still be bound by the settlement if you do not opt-out. You may file a claim on *www.CIOXsettlement-Maryland.com*, or you may submit a paper claim form.

10. Can I file more than one Claim?

Yes. You may recover a settlement payment for each separate Medical Records Request that included the payment of an Eligible Fee. For the avoidance of doubt, at most one claim may be filed per invoice containing one or more Eligible Fee.

HOW YOU FILE A CLAIM

11. How can I file a claim?

For Law Firms, eligible copying services, and eligible insurers, the deadline for filing a Claim is December 4, 2026. For individuals, the deadline for filing a Claim is no later than May 22, 2027 or 60 days after the date of the Final Approval.

You must file a Claim, either online or by mail, to receive payment.

You may file a Claim at *www.CIOXsettlement-Maryland.com*. You may also download a Claim Form on *www.CIOXsettlement-Maryland.com*, print it out, complete it, and deliver it to the Settlement Administrator; or, you may ask the Settlement Administrator to mail you a claim form for you to complete and return by calling 866-274-4004.

Whatever method you choose, **you must fully complete the Claim Form and properly submit it to the Settlement Administrator before your claim will be recognized as being filed**.

In the interest of ensuring that current or former clients of Law Firms receive notice of this settlement, Law Firms that identify particular Eligible Fees as having been reimbursed by a client are encouraged to provide to the Settlement Administrator the last-known contact information of such clients by visiting www.CIOXsettlement-Maryland.com.

12. If I file a Claim, when will I get paid?

The Court will hold a hearing on March 23, 2027 to decide whether to approve the Settlement. If the Court approves the Settlement, and there is no appeal, the Settlement Administrator will send payments to Settlement Class Members who have filed valid and completed claims on a date that is the later of forty-five (45) days after: (1) the Effective Date; or (2) the Claims Deadline. **For Law Firms, eligible copying services, and eligible insurers, the deadline for filing a Claim is December 4, 2026. For individuals, the deadline for filing a Claim is no later than May 22, 2027 or 60 days after the date of the Final Approval.**

EXCLUDING YOURSELF FROM THE SETTLEMENT

If you don't want to stay in the Class, then you must take steps to get out. This is called excluding yourself — or is sometimes referred to as "opting out" of the Class.

13. How do I get out of the Settlement?

To exclude yourself from the Settlement, you must send a letter by mail saying that you want to be excluded from the Class in *Ayers, et al. v. CIOX Health LLC, et al.* Be sure to include your name, address,

telephone number, email address and your signature. You must mail your exclusion request postmarked no later than December 4, 2026 and no later than February 22, 2027 (for Individuals), to:

Ayers, et al. v. CIOX Health LLC Lawsuit
c/o Strategic Claims Services
P.O. Box 230
600 N Jackson St Media, Pa 19063

If you ask to be excluded by the deadline, you will not be eligible for any settlement payment, and you cannot object to the Settlement, but you will not be legally bound by anything that happens in this lawsuit. In the interest of ensuring that current or former clients of Law Firms receive notice of this Settlement, Law Firms that opt out of or elect not submit claims pursuant to this settlement regarding Eligible Fees paid to CIOX for a request made on behalf of a client are encouraged to provide to the Settlement Administrator the last-known contact information of such clients by visiting www.CIOXsettlement-Maryland.com. Full details regarding the exclusion process are available in the Settlement Agreement on the Settlement Website.

14. If I don't exclude myself, can I sue CIOX or any of the related Health Care Providers later?

No. If you fit the Class definition, unless you exclude yourself, you give up any right to sue CIOX and any of the Health Care Providers associated with the request for Medical Records. If you have another pending lawsuit about the claims in this lawsuit, speak to your lawyer in that case immediately. You must exclude yourself from *this* Settlement Class to continue another lawsuit involving the same transactions as this case. Remember, the exclusion deadline is December 4, 2026 (for Law Firms, eligible copying services, and eligible insurers), and no later than February 22, 2027 (for Individuals).

15. If I exclude myself, can I get benefits from this Settlement?

No. If you exclude yourself, you cannot be part of this Settlement.

THE LAWYERS REPRESENTING YOU

16. Do I have a lawyer in this case?

The Court appointed two (2) law firms to represent you and the other Settlement Class Members: Gordon, Wolf & Carney, Chtd., in Hunt Valley, Maryland and Gilman & Bedigian in Timonium, Maryland. These lawyers are called Class Counsel. You will not be individually charged for these lawyers. If you are a Settlement Class Member and you want to be represented by your own lawyer, and you do not request exclusion, you may hire a lawyer at your own expense and enter an appearance through that lawyer.

17. How will the lawyers be paid?

Class Counsel will ask the Court to approve payment of one-third (1/3) of the Common Fund for attorneys' fees, plus costs incurred litigating this case. The fees would pay Class Counsel for investigating the facts, litigating the case, and negotiating the settlement.

OBJECTING TO THE SETTLEMENT

You can tell the Court that you don't agree with the Settlement or some part of it.

18. How do I tell the Court if I don't like the Settlement?

If you're a Settlement Class Member, you can object to the settlement if you don't like any part of it. You can give reasons why you think the Court should not approve it. To object, you must send a letter saying that you object to the settlement in *Ayers, et al. v. CIOX Health LLC*, Case No. 8:24-cv-2208-ABA. Any objection must include the following: (1) the Settlement Class Member's full name, address and current telephone number; (2) if the individual is represented by counsel, the name and telephone number of counsel, if counsel intends to submit a request for fees and all factual and legal support for that request; (3) all objections and the basis for any such objections stated with specificity, including a statement as to whether the objection applies only to the objector, to a specific subset of the class, or to the entire class; (4) the identity of any witnesses the objector may call to testify; (5) a listing of all exhibits the objector intends to introduce into evidence at the Final Approval Hearing, as well as true and correct of copies of such exhibits; and (6) a statement of whether the objector intends to appear at the Final Approval healing, either with or without counsel.

Any Settlement Class Member who fails to timely file and serve a written objection pursuant to this Settlement Agreement shall not be permitted to object to the approval of the settlement or this Settlement Agreement and shall be foreclosed from seeking any review of the settlement or the terms of the Settlement Agreement by appeal or other means.

For any objection to be considered, it must include the information described above, and a copy must be mailed to each of these three different places below, postmarked no later than December 4, 2026 (for Law Firms, eligible copying services, and eligible insurers), and no later than February 22, 2027 (for Individuals):

COURT	CLASS COUNSEL	DEFENDANTS' COUNSEL
Clerk, U.S. District Court for the District of Maryland Southern Division 6500 Cherrywood Lane Greenbelt, MD 20770	Richard S. Gordon Gordon, Wolf & Carney, Chtd. 11350 McCormick Rd. Executive Plaza 1, Suite 1000 Hunt Valley, MD 21031	Gilad Bendheim Kirkland & Ellis, LLP 601 Lexington Avenue New York, New York 10022

19. What's the difference between objecting and excluding?

Objecting is simply telling the Court that you don't like something about the Settlement and that you don't want it approved. You can object only if you stay in the Settlement Class. Excluding yourself, on the other hand, is telling the Court that you don't want to be part of the Settlement Class. If you exclude yourself, you cannot object because you are excluded from the Settlement Class and the case no longer affects you.

THE COURT'S FAIRNESS HEARING

The Court will hold a hearing to decide whether to approve the settlement as fair to the Settlement Class. You may attend and you may ask to speak, but you don't have to.

20. When and where will the Court decide whether to approve the Settlement?

The Court is scheduled to hold a Fairness Hearing at 10 a.m. on March 23, 2027, in the U.S. District Court for the District of Maryland, Southern Division, 6500 Cherrywood Lane, Greenbelt, MD 20770. The time or place of the hearing could change, and you can contact the Settlement Administrator to find out if there is any change, at 1-866-274-4004. At this hearing the Court will consider whether the settlement is fair, reasonable, and adequate. If there are timely and valid objections, the Court will consider them. After the hearing, the Court will decide whether to approve the settlement. We do not know how long these decisions will take.

21. Do I have to come to the hearing?

No. But you are welcome to come at your own expense. If you send an objection, you don't have to come to Court to talk about it. As long as you mailed your written objection on time and included the required information, the Court will consider it. You may also pay your own lawyer to attend, but it's not necessary.

22. May I speak at the hearing?

You may ask the Court for permission to speak at the Fairness Hearing. To do so, you must send a letter saying that it is your "Notice of Intention to Appear in *Ayers, et al. v. CIOX Health LLC*, Case No. 8:24-cv-2208-ABA." Be sure to include your name, address, telephone number, and your signature. Your Notice of Intention to Appear must be postmarked no later than **February 22, 2027,** and be mailed to the Clerk of the Court, Class Counsel, and CIOX's Counsel, at the three addresses listed in the answer to question 18. You cannot speak at the hearing if you exclude yourself.

IF YOU DO NOTHING

23. What happens if I do nothing at all?

If you fit the Class definition above and do nothing, you will not receive any payment. But, unless you exclude yourself, you will still be a Settlement Class Member, you won't be able to start a lawsuit, continue with a lawsuit, or be part of any other lawsuit against CIOX, about the legal or factual issues in this case, or claims that were asserted or could have been asserted in this case.

GETTING MORE INFORMATION

24. Are there more details about the Lawsuit and proposed Settlement?

This notice summarizes the lawsuit and proposed settlement. More details are in the Complaint, settlement agreement, and other documents filed in Court. You can get a copy of the Complaint, settlement agreement, and other important documents from the Court or by requesting them from the Settlement Administrator. You can also call 1-866-274-4004 toll free; write to *Ayers, et al. v. CIOX Health LLC* Lawsuit, c/o Strategic Claims Services P.O Box 230, 600 N Jackson St Media, PA 19063; or visit the website at *www.CIOXsettlement-Maryland.com* where you will find answers to common questions about the lawsuit and other information to help you determine whether you are a Class Member.

25. If I have a question, should I contact the Court for information?

No**. YOU SHOULD NOT CONTACT THE COURT DIRECTLY.** The Court cannot provide you with legal advice or any opinion regarding the lawsuit or proposed settlement. Access to the Court docket is available for a fee via PACER (https://pacer.uscourts.gov) or through computers at the Clerk's Office, located at 6500 Cherrywood Lane, Greenbelt, Maryland 20770 (open M-F, 9-4), where you may view the docket and read documents. There is a fee of $0.10 per page to obtain copies of any document at the Clerk's Office.

BY ORDER OF THE U.S. DISTRICT COURT
FOR THE DISTRICT OF MARYLAND.