



Return Mail Processing
PO Box 589
Claysburg, PA 16625-0589

July 12, 2024

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SAMPLE A SAMPLE - L01 HMH NJOMS ADULT
APT ABC
123 ANY STREET
ANYTOWN, ST 12345-6789



Re: Notice of Security Incident

Dear Sample A. Sample:

New Jersey Oral & Maxillofacial Surgery (the “Practice”) believes that the privacy and security of your health information is important and is committed to protecting it. We are writing to notify you of a recent incident at the Practice that may have involved some of your health information.

WHAT HAPPENED?

On May 14, 2024, the Practice became aware that some of its computer systems were being affected by a data security incident that we believe began on April 19, 2024. After becoming aware of the incident, the Practice immediately initiated its incident response and recovery procedures and worked quickly to assess the security of its systems. The Practice determined that the incident resulted in the unauthorized access and acquisition of certain files on the Practice’s computer systems. As a result, the Practice is notifying all patients to make them aware of the incident and offer resources to help ensure their information remains protected. At this time, we are not aware of any identity theft or fraud related to the use of any patient’s information, including yours.

WHAT INFORMATION WAS INVOLVED?

The health information affected by the incident may have included full name, home address, date of birth, and other demographic and contact information, Social Security number, driver’s license and state ID numbers, financial and account information, insurance information, and diagnosis and treatment information.

WHAT WE ARE DOING

After becoming aware of the incident, the Practice immediately initiated an investigation and quickly took steps to contain the incident and minimize potential impacts on patients. We also notified law enforcement. We are notifying all current and former patients of the Practice to make them aware of the incident and offer additional resources to help ensure their information is secure. In addition, the Practice has taken steps, including implementation of additional safeguards, to try and prevent similar incidents in the future.

We want you to feel confident that your data is secure. To help protect your identity, we are offering a complimentary [Extra 1]-month membership of Experian’s® IdentityWorksSM. This product provides you with superior identity detection and resolution of identity theft. To activate your membership and start monitoring your personal information, please follow the steps below:

- Ensure that you enroll by: October 31, 2024 (Your code will not work after this date.)
- Visit the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/credit>
- Provide your activation code: **ABCDEFGHI**

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If you have questions about the product, need assistance with identity restoration or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at 855-799-8722 by October 31, 2024. Be prepared to provide engagement number ENGAGE# as proof of eligibility for the identity restoration services by Experian. We hope you will take advantage of this complementary service.

ADDITIONAL DETAILS REGARDING YOUR [Extra 1]-MONTH EXPERIAN IDENTITYWORKS MEMBERSHIP

A credit card is not required for enrollment in Experian IdentityWorks. You can contact Experian immediately regarding any fraud issues, and have access to the following features once you enroll in Experian IdentityWorks:

- **Experian credit report at signup:** See what information is associated with your credit file. Daily credit reports are available for online members only.*
- **Credit Monitoring:** Actively monitors Experian file for indicators of fraud.
- **Identity Restoration:** Identity Restoration specialists are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARE™:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **\$1 Million Identity Theft Insurance**:** Provides coverage for certain costs and unauthorized electronic fund transfers.

* Offline members will be eligible to call for additional reports quarterly after enrolling.

** The Identity Theft Insurance is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

WHAT YOU CAN DO

Although we have no evidence that any of your information has been subject to identity theft or fraud, you should always remain alert by regularly reviewing your account statements and monitoring free credit reports, and immediately report to your banks and other financial institutions any suspicious activity involving your accounts. We also encourage you to enroll in the identity monitoring services that we have offered to you.

FOR MORE INFORMATION

The Practice has set up a toll-free number to answer your questions. For more information, please contact us at 855-799-8722, Monday through Friday, between the hours of 9:00 a.m. and 9:00 p.m. Eastern Time. Please have your engagement number ready.

We apologize for any inconvenience or concern that this incident may have caused you. The Practice takes seriously the privacy and security of your health information and will continue to take steps to help prevent a similar incident in the future.

Sincerely,

Cynthia Coronel, Privacy Officer
New Jersey Oral & Maxillofacial Surgery

Enclosure

GENERAL INFORMATION ABOUT IDENTITY THEFT PROTECTION

You should remain vigilant for incidents of fraud and identity theft by reviewing credit card account statements and monitoring your credit report for unauthorized activity.

Credit Reports. Under federal law, you are entitled to one free copy of your credit report every 12 months from each of the three nationwide credit reporting agencies. You may obtain a free copy of your credit report by going to www.AnnualCreditReport.com or by calling 1-877-322-8228. You also may complete the Annual Credit Report Request Form available from the FTC at www.consumer.ftc.gov/articles/pdf-0093-annual-report-request-form.pdf, and mail it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281. **You may contact the nationwide credit reporting agencies at:**

Equifax	Experian	TransUnion
P.O. Box 105788 Atlanta, GA 30348 www.equifax.com 1-800-525-6285	P.O. Box 9554 Allen, TX 75013 www.experian.com 1-888-397-3742	P.O. Box 2000 Chester, PA 19016 www.transunion.com 1-800-680-7289

Fraud Alert. You may place a fraud alert in your file by calling one of the three nationwide credit reporting agencies above. A fraud alert tells creditors to follow certain procedures, including contacting you before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit.

Place a Security Freeze on your Credit Report. You also have the right to place a security freeze on your credit report by contacting any of the credit bureaus listed at above. A security freeze is intended to prevent credit, loans and services from being approved in your name without your consent. To place a security freeze on your credit report, you may be able to use an online process, an automated telephone line or a written request. The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past five years; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. The request must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. You can place a freeze and lift a security freeze on your credit report free of charge.

You may contact the Federal Trade Commission (FTC) and State Attorneys General Offices. If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should contact the FTC and/or your state’s attorney general office about for information on how to prevent or avoid identity theft. You can contact the FTC at: **Federal Trade Commission**, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20508, www.ftc.gov, 1-877-IDTHEFT (438-4338).

For District of Columbia Residents: District of Columbia Office of the Attorney General, 400 6th St. NW, Washington, DC 20001, <https://oag.dc.gov>, (202) 727-3400.

For Iowa Residents: State law advises you to report any suspected identity theft to law enforcement or to the Iowa Attorney General, Consumer Protection Division, 1305 E. Walnut St., Des Moines, IA 50319, 1-888-777-4590.

For Maryland Residents: Maryland Office of the Attorney General, Consumer Protection Division, 200 St. Paul Place, Baltimore, MD 21202, www.oag.state.md.us, 1-888-743-0023.

For Massachusetts Residents: You have the right to obtain a police report if you are the victim of identity theft.

For New Mexico Residents: You have certain rights pursuant to the federal Fair Credit Reporting Act (FCRA). For more information about the FCRA, please visit www.ftc.gov.

For New York Residents: the New York Attorney General may be contacted at: Office of the Attorney General, The Capitol, Albany, NY 12224-0341; 1-800-771-7755; or <https://ag.ny.gov/>.

For North Carolina Residents: North Carolina Office of the Attorney General, Consumer Protection Division, 9001 Mail Service Center, Raleigh, NC 27699-9001, www.ncdoj.com, 1-877-566-7226.

For Rhode Island Residents: Rhode Island Attorney General, 150 South Main Street, Providence, RI 02903; www.riag.ri.gov; and 1-401-274-4400. Under Rhode Island law, you have the right to obtain any police report filed in regard to this incident. There are approximately five Rhode Island residents impacted by this incident at the time of this writing.



