

Stram Center for Integrative Medicine
c/o Cyberscout
PO Box 1286
Dearborn, MI 48120-9998

Stram Center 
for Integrative Medicine

February 28, 2025

NOTICE OF DATA SECURITY EVENT

Dear [REDACTED],

Stram Center for Integrative Medicine ("Stram Center") recently experienced an incident that may have impacted your protected health information. We take the privacy and security of your information seriously and sincerely apologize for any concern or inconvenience this may cause you. This letter contains information about steps you can take to protect your information, and resources we are making available to help you.

What Happened?

On January 2, 2025, we were alerted of the misuse of a patient's payment card information by an employee. The employee was arrested, is no longer employed by Stram Center, and we are cooperating with law enforcement on their investigation into this matter. We have identified any and all patient information that this former employee may have had access to during their employment and are providing notice to any patients who could have possibly been impacted. Aside from the single patient who is aware of this misuse, we have no evidence that any of your information was also misused. However, out of an abundance of caution we wanted to let you know about this incident so that you can be on the lookout for any unusual activity.

What Information Was Involved?

Although we have no evidence that your information was accessed by the former employee, our review indicates that the former employee may have had access to your name, address, date of birth, email address, medical record, and payment card information. **Your Social Security number was not part of your medical record and was not affected.**

What We Are Doing:

The police are aware of this incident and have arrested the former employee. We are fully cooperating with the police on their investigation. Again, we have no evidence that your information has been misused, however we are providing you with twelve (12) months of complimentary credit monitoring and identity theft protection services through Cyberscout, a TransUnion company specializing in fraud assistance and remediation services.

What You Can Do:

You can follow the recommendations on the following page to help protect your personal information. You can also enroll in the complimentary credit monitoring services being offered to you by logging on to <https://bfs.cyberscout.com/activate> and following the provided instructions. When prompted, please provide the following unique code: [REDACTED]. To receive the monitoring services, please enroll within 90 days from the date of this letter. The enrollment requires an internet connection and email account and may not be available to minors. Please note that when signing up for monitoring services, you may be asked to verify personal information for your own protection to confirm your identity.



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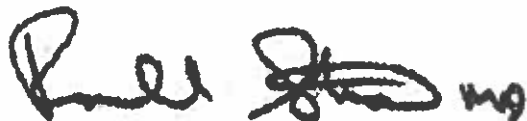
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We encourage you to remain vigilant against incidents of identity theft by reviewing bank accounts and other financial statements. You can also visit the Federal Trade Commission's website for more information on protecting your identity at consumer.ftc.gov/identity-theft-and-online-security.

For More Information:

If you have questions, please call the dedicated phone number [REDACTED] Monday through Friday from 8:00 a.m. to 8:00 p.m. EST. Protecting your information is of utmost important to us, and we sincerely apologize for any concern this event may cause you.

Sincerely,

A handwritten signature in black ink, appearing to read "Paul J. Stram". The signature is fluid and cursive, with a large initial "P" and a stylized "S" at the end.

Stram Center for Integrative Medicine

Recommended Steps to help Protect your Information

1. Website and Enrollment. You can follow the recommendations on the following page to help protect your personal information. You can also enroll in the complimentary credit monitoring services being offered to you by logging on to <https://bfs.cyberscout.com/activate> and following the provided instructions. When prompted, please provide the following unique code: [REDACTED]

2. Review your credit reports. We recommend that you remain vigilant by reviewing account statements and monitoring credit reports. Under federal law, you also are entitled every 12 months to one free copy of your credit report from each of the three major credit reporting companies. To obtain a free annual credit report, go to www.annualcreditreport.com or call 1-877-322-8228. You may wish to stagger your requests so that you receive a free report by one of the three credit bureaus every four months.

If you discover any suspicious items and have enrolled in IDX identity protection, notify them immediately by calling or by logging into the IDX website and filing a request for help.

If you file a request for help or report suspicious activity, you will be contacted by a member of our ID Care team who will help you determine the cause of the suspicious items. In the unlikely event that you fall victim to identity theft as a consequence of this event, you will be assigned an ID Care Specialist who will work on your behalf to identify, stop and reverse the damage quickly.

You should also know that you have the right to file a police report if you ever experience identity fraud. Please note that in order to file a crime report or incident report with law enforcement for identity theft, you will likely need to provide some kind of proof that you have been a victim. A police report is often required to dispute fraudulent items. You can report suspected incidents of identity theft to local law enforcement or to the Attorney General.

3. Place Fraud Alerts with the three credit bureaus. If you choose to place a fraud alert, we recommend you do this after activating your credit monitoring. You can place a fraud alert at one of the three major credit bureaus by phone and also via Experian's or Equifax's website. 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. The contact information for all three bureaus is as follows:

Credit Bureaus

Equifax Fraud Reporting
1-866-349-5191
P.O. Box 105069
Atlanta, GA 30348-5069
www.equifax.com

Experian Fraud Reporting
1-888-397-3742
P.O. Box 9554
Allen, TX 75013
www.experian.com

TransUnion Fraud Reporting
1-800-680-7289
P.O. Box 2000
Chester, PA 19022-2000
www.transunion.com

It is necessary to contact only ONE of these bureaus and use only ONE of these methods. As soon as one of the three bureaus confirms your fraud alert, the others are notified to place alerts on their records as well.

You will receive confirmation letters in the mail and will then be able to order all three credit reports, free of charge, for your review. An initial fraud alert will last for one year.

Please Note: No one is allowed to place a fraud alert on your credit report except you.

4. Security Freeze. By placing a security freeze, someone who fraudulently acquires your personal identifying information will not be able to use that information to open new accounts or borrow money in your name. You will need to contact the three national credit reporting bureaus listed above to place the freeze. Keep in mind that when you place the freeze, you will not be able to borrow money, obtain instant credit, or get a new credit card until you temporarily lift or permanently remove the freeze. There is no cost to freeze or unfreeze your credit files.



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5. You can obtain additional information about the steps you can take to avoid identity theft from the following agencies. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them.

California Residents: Visit the California Office of Privacy Protection (www.oag.ca.gov/privacy) for additional information on protection against identity theft.

Kentucky Residents: Office of the Attorney General of Kentucky, 700 Capitol Avenue, Suite 118 Frankfort, Kentucky 40601, www.ag.ky.gov, Telephone: 1-502-696-5300.

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

New Mexico Residents: You have rights pursuant to the Fair Credit Reporting Act, such as the right to be told if information in your credit file has been used against you, the right to know what is in your credit file, the right to ask for your credit score, and the right to dispute incomplete or inaccurate information. Further, pursuant to the Fair Credit Reporting Act, the consumer reporting agencies must correct or delete inaccurate, incomplete, or unverifiable information; consumer reporting agencies may not report outdated negative information; access to your file is limited; you must give your consent for credit reports to be provided to employers; you may limit "prescreened" offers of credit and insurance you get based on information in your credit report; and you may seek damages from a violator. You may have additional rights under the Fair Credit Reporting Act not summarized here. Identity theft victims and active-duty military personnel have specific additional rights pursuant to the Fair Credit Reporting Act. You can review your rights pursuant to the Fair Credit Reporting Act by visiting www.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf, or by writing Consumer Response Center, Room 130-A, Federal Trade Commission, 600 Pennsylvania Ave. N.W., Washington, D.C. 20580.

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

North Carolina Residents: Office of the Attorney General of North Carolina, 9001 Mail Service Center Raleigh, NC 27699-9001, www.ncdoj.gov, Telephone: 1-919-716-6400.

Oregon Residents: Oregon Department of Justice, 1162 Court Street NE, Salem, OR 97301-4096, www.doj.state.or.us/, Telephone: 877-877-9392.

Rhode Island Residents: Office of the Attorney General, 150 South Main Street, Providence, Rhode Island 02903, www.riag.ri.gov, Telephone: 401-274-4400. A total of [XX] Rhode Island residents were notified of this event.

All US Residents: Identity Theft Clearinghouse, Federal Trade Commission, 600 Pennsylvania Avenue, NW Washington, DC 20580, www.consumer.gov/idtheft, 1-877-IDTHEFT (438-4338), TTY: 1-866-653-4261.