



Return to IDX:
P.O. Box 989728
West Sacramento, CA 95798-9728

<<First Name>> <<Last Name>>
<<Address1>>
<<Address2>>
<<City>>, <<State>> <<Zip>>
<<Country>>

Enrollment Code: <<ENROLLMENT>>

To Enroll, Scan the QR Code Below:



Or Visit:

<https://app.idx.us/account-creation/protect>

February 14, 2025

NOTICE OF DATA BREACH

Dear <<First Name>> <<Last Name>>,

We write to inform you of an email phishing incident at Charleston Area Medical Center (“CAMC”) that may have impacted your personal information. CAMC takes the privacy and security of your personal information very seriously and will continue to take steps to protect your information. This letter is being sent to you out of an abundance of caution. We have no reason to believe that your information has been misused.

WHAT HAPPENED?

On October 2, 2024, CAMC discovered that a small number of email users were the subject of a phishing attack. We promptly began investigating this incident with the assistance of a respected forensic security provider, and took steps to terminate any unauthorized access to CAMC’s email. Our investigation ultimately concluded that an unauthorized party gained access to a single CAMC user’s email mailbox between October 2, 2024 and October 3, 2024. No other CAMC systems or data storage were impacted by this incident. After a review of the affected mailbox, we ultimately determined that your information may have been impacted.

WHAT INFORMATION WAS INVOLVED?

The information that may have been impacted varied from person to person, but may have included: first and last name; date of birth; e-mail address; phone number; driver’s license; health information, and health insurance information.

WHAT WE ARE DOING

We take safeguarding your information seriously. Following the incident, CAMC worked with external cybersecurity experts to resolve the phishing attack. CAMC provided additional phishing training to employees and took additional steps to enhance CAMC’s existing technical safeguards against phishing attacks.

In addition, we are offering identity theft protection services through IDX. IDX identity protection services include: 24 months of credit and CyberScan monitoring, a \$1,000,000 insurance reimbursement policy, and fully managed ID theft recovery services. With this protection, IDX will help you resolve issues if your identity is compromised.

We encourage you to contact IDX with any questions and to enroll in the free identity protection services by calling 1-877-732-0029 or going to <https://app.idx.us/account-creation/protect> or scanning the QR code and using the Enrollment Code provided above. IDX representatives are available Monday through Friday from 9 am - 9 pm Eastern Time. You will need to reference the enrollment code at the top of this letter when calling or enrolling online, so please do not discard this letter. Please note the deadline to enroll is May 14, 2025.

WHAT YOU CAN DO

Although we have no reason to believe that your information has been, or will be, misused because of this incident, in addition to enrolling in IDX's Identity theft recovery services, you should remain vigilant and check your medical account statements.

FOR MORE INFORMATION

We regret this incident and apologize for any inconvenience it may cause you. Please call 1-877-732-0029 or go to <https://app.idx.us/account-creation/protect> for assistance or for any additional questions you may have.

Sincerely,
Debbie Boland
Privacy Officer

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. This notification was not delayed for law enforcement purposes.

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 (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 (800) 525-6285	P.O. Box 9554 Allen, TX 75013 www.experian.com (888) 397-3742	P.O. Box 2000 Chester, PA 19016 www.transunion.com (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 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.identitytheft.gov, 1-877-IDTHEFT (438-4338).

For District of Columbia residents, the District of Columbia Attorney General may be contacted at: 400 6th Street, NW, Washington, DC 20001; 202-727-3400; and oag@dc.gov.

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, the Maryland Attorney General may be contacted at: 200 St. Paul Place, 16th Floor, Baltimore, MD 21202; 1-410-528-8662 or 1-888-743-0023; and <https://www.marylandattorneygeneral.gov/>. You can contact Charleston Area Medical Center at P.O. Box 3669 Charleston, WV 25336.

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 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 bureaus 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 the 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. We encourage you to 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.

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, the North Carolina Attorney General may be contacted at: 9001 Mail Service Center, Raleigh, NC 27699-9001; 1-877-566-7226 or 1-919-716-6000; and www.ncdoj.gov.