

61721
1449



RELIANT
MEDICAL GROUP

630 Plantation Street
Worcester, Massachusetts 01605
508.852.0600
reliantmedicalgroup.org

January 28, 2019

[REDACTED]
[REDACTED]
[REDACTED]

Dear [REDACTED]:

Reliant Medical Group, Inc. ("Reliant") is writing to notify you that a certain loss of your Protected Health Information ("PHI") and Personal Information ("PI") occurred on or about December 28, 2018. On or about December 28, 2018, you delivered a CD containing your medical record, as provided to you by the Veterans Health Administration ("VA"), to the Reliant Internal Medicine Department at 5 Neponset St. in Worcester, Massachusetts. Reliant is unable to locate that CD and through an internal investigation concluded that it is lost. Medical records produced by the VA contain your demographic information, medical history, and a Social Security Number ("SSN").

Please closely review the information provided in this letter for some steps that you may take to protect yourself against potential misuse of your private information. You should remain vigilant for incidents of fraud and identity theft by regularly reviewing your bank account statements and credit reports.

Under Massachusetts law, you have the right to obtain any police report filed in regard to this incident. No police report has been filed in regards to this matter nor is it anticipated that one will be filed.

Massachusetts law also allows consumers to place a security freeze on their credit reports. A security freeze prohibits a credit reporting agency from releasing any information from a consumer's credit report without written authorization. However, please be aware that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit mortgages, employment, housing or other services.

If you have been a victim of identity theft, and you provide the credit reporting agency with a valid police report, it cannot charge you to place, lift, or remove a security freeze. In all other cases, a credit reporting agency may charge you up to \$5.00 each to place, temporarily lift, or permanently remove a security freeze.

To place a security freeze on your credit report, you must send a written request to each of the three major consumer reporting agencies: Equifax (www.equifax.com); Experian

(www.experian.com); and Trans Union (www.transunion.com) by regular, certified, or overnight mail at the addresses below:

Equifax Security Freeze
P.O. Box 105788
Atlanta, GA 30348

Experian Security Freeze
P.O. Box 9554
Allen, TX 75013

Trans Union Security Freeze
Fraud Victim Assistance Department
P.O. Box 6790
Fullerton, CA 92834

In order to request a security freeze, you will need to provide the following information:

1. Your full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security Number ("SSN");
3. Date of birth;
4. If you have moved in the past five (5) years, provide the addresses where you have lived over the prior five years;
5. Proof of current address such as a current utility bill or telephone bill;
6. A legible photocopy of a government issued identification card (state driver's license or ID card, military identification, etc.);
7. If you are a victim of identity theft, include a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft;
8. If you are not a victim of identity theft, include payment by check, money order, or credit card (Visa, MasterCard, American Express or Discover only). Do not send cash through the mail.

The credit reporting agencies have three (3) business days after receiving your request to place a security freeze on your credit report. The credit bureaus must also send written confirmation to you within five (5) business days and provide you with a unique personal identification number (PIN) or password, or both, that can be used by you to authorize the removal or lifting of the security freeze.

To lift the security freeze in order to allow a specific entity or individual access to your credit report, you must call or send a written request to the credit reporting agencies by mail and include proper identification (name, address, and social security number) and the PIN number or password provided to you when you placed the security freeze as well as the identities of those entities or individuals you would like to receive your credit report or the specific period of time you want the credit report available. The credit reporting agencies have three (3) business days after receiving your request to lift the security freeze for those identified entities or for the specified period of time.

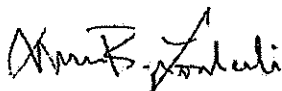
To remove the security freeze, you must send a written request to each of the three credit bureaus by mail and include proper identification (name, address, and social security number) and the PIN number or password provided to you when you placed the security freeze. The credit bureaus have three (3) business days after receiving your request to remove the security freeze.

In addition, and at no cost to you, Reliant will pay for your credit monitoring for one (1) full year. Please send Reliant your invoice after you have registered and Reliant will refund your cost in full. Below is a list of possible credit monitoring agencies that you may use:

- Trans Union <http://www.transunion.com>
- Life Lock: <http://www.lifelock.com/>
- AARP Credit Monitoring: <https://www.aarpidprotection.com/>
- Experian: <http://www.freecreditreport.com/>
- Equifax: <http://www.eguiifax.com/>
- AAA: <http://www.autoclubmo.aaa.com/memberserv/identity-monitoring.html>

Your trust is a top priority for Reliant and we regret any inconvenience this incident may cause. The privacy and protection of your information is a matter we take very seriously and we are doing everything we can to rectify this situation and see to it that incidents such as these do not reoccur. Please contact Michael Lombardi, Senior Manager, Compliance at (508) 368-5533 if you have any questions or concerns.

Sincerely,



Michael Lombardi, JD, CHC
Senior Manager, Compliance
Reliant Medical Group

cc: Office of Attorney General Maura Healy
Office of Consumer Affairs and Business Regulation