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Kentucky Counseling Center

Return Mail Processing Center
PO Box 6336
Portland, OR 97228-6336

<<Mail ID>>
<<Name 1>>
<<Name 2>>
<<Address 1>>
<<Address 2>>
<<Address 3>>
<<Address 4>>
<<Address 5>>
<<City>><<State>><<Zip>>
<<Country>> <<Date>>

Dear <<Name 1>>:

I am writing to make you aware of a recent incident at Kentucky Counseling Center (KCC). On January 4, 2019, a former KCC staff member reported receiving an email containing a link to a KCC patient list. KCC then began an investigation into the former staff member's report. Based on our investigation to date, we believe a KCC staff member took the list without authorization from our computer system on December 6, 2018. We believe that same individual used an anonymous Internet file sharing service to email the list to the former KCC staff member. The individual we believe to be responsible for the email is no longer working with KCC.

You are receiving this letter because you were included on the patient list mentioned above. While we do not believe the individual took the patient list to cause harm to individuals on the list, we wanted to make you aware of these circumstances out of an abundance of caution.

The type of information on the list varied for different people, but may have included the following: name; address; date of birth; email; phone number; sex; marital and employment status; insurance payer and insurance number. The list did not include your Social Security Number. The list also did not include any clinical information other than the date of the last and/or next appointment for some individuals; and, in some cases, the names of KCC clinicians involved in an individual's care.

We have taken a number of steps to prevent this type of event from happening in the future, including strengthening our password requirements and requiring KCC staff members to provide a separate form of authentication, in addition to a username and password, to access our computer system.

We recommend you remain vigilant to the possibility of fraud and identity theft by reviewing account statements and monitoring free credit reports for unauthorized activity. To assist you, we have arranged for you to enroll, at no cost to you, in an online credit monitoring service (*myTrueIdentity*) for one year provided by TransUnion Interactive, a subsidiary of TransUnion®. TransUnion is one of the three nationwide credit reporting companies. Additional information on the *myTrueIdentity* service and the steps to follow for enrollment are enclosed with this letter. You may also obtain information for a free copy of your credit report from the three nationwide credit reporting agencies using the contact information below:

Equifax
P.O. Box 740241
Atlanta, GA 30374
www.equifax.com
1-800-685-1111

Experian
P.O. Box 2002
Allen, TX 75013
www.experian.com
1-888-397-3742

TransUnion
P.O. Box 1000
Chester, PA 19016
www.transunion.com
1-800-888-4213

If you suspect theft of your identity has occurred, you should contact your local law enforcement authorities to file a police report. You can also contact the Federal Trade Commission or your state Attorney General. The Federal Trade Commission provides information on steps an individual can take to avoid identity theft. You can also obtain additional information from the credit reporting agencies above or the Federal Trade Commission about placing a fraud alert or security freeze on your credit reports. Contact information for the Federal Trade Commission is:

Federal Trade Commission
600 Pennsylvania Ave.
Washington, DC 20580
www.ftc.gov/idtheft
1-877-438-4338

We sincerely regret that this event occurred and we have established a toll-free number for you to call, Monday through Friday from 9:00 AM to 9:00 PM Eastern Time, if you have questions. The toll-free number to call with questions is 877-431-9928.

Sincerely,



Matt Grammer
Owner, CEO
Kentucky Counseling Center

Complimentary One-Year *myTrueIdentity* Credit Monitoring Service

As a safeguard, we have arranged for you to enroll, at no cost to you, in an online credit monitoring service (*myTrueIdentity*) for one year provided by TransUnion Interactive, a subsidiary of TransUnion,[®] one of the three nationwide credit reporting companies.

How to Enroll: You can sign up online or via U.S. mail delivery

- To enroll in this service, go to the *myTrueIdentity* website at www.MyTrueIdentity.com and, in the space referenced as "Enter Activation Code," enter the 12-letter Activation Code <<Insert Unique 12-letter Activation Code>> and follow the three steps to receive your credit monitoring service online within minutes.
- If you do not have access to the Internet and wish to enroll in a similar off line, paper-based credit monitoring service, via U.S. mail delivery, please call the TransUnion Fraud Response Services toll-free hotline at **1-855-288-5422**. When prompted, enter the six-digit telephone passcode <<Insert static 6-digit Telephone Pass Code>> and follow the steps to enroll in the off line credit monitoring service, add an initial fraud alert to your credit file, or to speak to a TransUnion representative if you believe you may be a victim of identity theft.

You can sign up for the online or off line credit monitoring service anytime between now and <<Enrollment Deadline>>. Due to privacy laws, we cannot register you directly. Please note that credit monitoring services might not be available for individuals who do not have a credit file with TransUnion or an address in the United States (or its territories) and a valid Social Security number. Enrolling in this service will not affect your credit score.

ADDITIONAL DETAILS REGARDING YOUR 12-MONTH COMPLIMENTARY CREDIT MONITORING SERVICE:

- Once you are enrolled, you will be able to obtain one year of unlimited access to your TransUnion credit report and credit score.
- The daily credit monitoring service will notify you if there are any critical changes to your credit file at TransUnion, including fraud alerts, new inquiries, new accounts, new public records, late payments, changes of address, and more.
- The service also includes access to an identity restoration program that provides assistance in the event that your identity is compromised and up to \$1,000,000 in identity theft insurance with no deductible. (Policy limitations and exclusions may apply.)



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