

15050



**BLAIRE
HOUSE
OF MILFORD
ADULT DAY
HEALTH**

20 CLAFLIN ST.
MILFORD, MA
01757-3356

Tel 508.482.7222

Fax 508.634.3943

elderservices.com

Friday April 19, 2019

Via UPS Article # 1Z 034 174 03 4091 1618

[Redacted address block]

Dear [Redacted]:

We are sending this letter as part of the commitment by Cheshire Adult Day Care, Inc. d/b/a/ Blaire House of Milford Adult Day Health, which is a subsidiary of Blaire House Senior Services, Inc. (hereinafter, the "Facility") to privacy and information security. The Facility holds itself to the highest standards and is taking this opportunity to make sure you are fully aware of a potential issue involving your personal information.

As described in our phone call with your spouse on April 13, 2019, the Facility experienced a data security incident on April 10, 2019. The incident involved the theft of items from an employee's car, which was locked and under surveillance at her home, including paper documents unintentionally left in the car. The paper documents contained some of your personal information, including protected health information as follows: your name, date of birth, medical diagnoses, and medication lists. We want to assure you that law enforcement was contacted immediately and is currently investigating this matter. You have a right to obtain a copy of the police report. Please notify us if you would like a copy of the police report. In addition, we are taking this opportunity to review our policies and procedures and re-educate our staff regarding personal and protected health information.

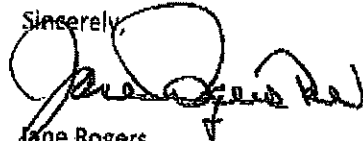
At this time, we do not have reason to believe the information, which contained neither social security number nor financial account information, has been used in furtherance of any unlawful act. Nevertheless, to mitigate any potential harm, we are offering you a complimentary twenty-four month membership of Experian IdentityWorks. This service helps detect possible misuse of your personal information and provides you with identity protection. For more information on availing yourself of this protection please see the additional information provided with this letter. Please contact our Compliance Hotline at (877) 443-3739 with

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any questions about this incident, information on how to request a security freeze at no charge on your consumer credit report, and your credit reporting agency complimentary services.

We sincerely apologize for this occurrence and want to assure you that we are completely committed to preventing any future incidents.

Sincerely,

Jane Rogers
Compliance Officer

Enc.

C: 

INFORMATION ABOUT YOUR 24-MONTH EXPERIAN IDENTITYWORKS MEMBERSHIP

To help protect your identity, we are offering a complimentary two-year 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 three easy steps below:

1. **ENROLL** by: July 31, 2019 (Your code will not work after this date.)
2. **Visit the Experian IdentityWorks website to enroll:** <https://www.experianidworks.com/3bplus>
3. **Provide the activation code:** H725CC98V

If you have questions about the service, need assistance with identity restoration or would like an alternative to enrolling in Experian IdentityWorks-Adult Credit Plus 3B online, please contact Experian's customer care team at (877)890-9332. Be prepared to provide engagement number DB12059 as proof of eligibility for the Identity restoration services by Experian.

ADDITIONAL DETAILS REGARDING YOUR 24-MONTH EXPERIAN IDENTITYWORKS MEMBERSHIP:

A credit card is not required for enrollment in Experian IdentityWorks. You can contact Experian immediately without needing to enroll in the product regarding any fraud issues. Identity Restoration Specialists are available to help you address credit and non-credit related fraud.

Once you enroll in Experian IdentityWorks, you will have access to the following features:

- **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, Equifax and Transunion files for indicators of fraud.
- **Internet Surveillance:** Technology searches the web, chat rooms & bulletin boards 24/7 to identify trading or selling of your personal information on the Dark Web.
- **Identity Restoration:** Identity Restoration specialists are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARETM:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **Up to \$1 Million Identity Theft Insurance^{**}:** Provides coverage for certain costs and unauthorized electronic fund transfers.
- **Activate your membership today at <https://www.experianidworks.com/3bplus> or call 877-890-9332 to register with the activation code above.**

What you can do to protect your information: There are additional actions you can consider taking to reduce the chances of identity theft or fraud on your account(s). Please refer to www.ExperianIDWorks.com/restoration for this information. If you have any questions about IdentityWorks, need help understanding something on your credit report or suspect that an item on your credit report may be fraudulent, please contact Experian's customer care team at 877-890-9332.

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

** Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of American International Group, Inc. (AIG). The description herein is a summary and intended for informational purposes only and does not include all terms, conditions and exclusions of the policies described. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.



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Friday, April 19, 2019

Via UPS Article # 1Z 034 174 03 4289 4560

[REDACTED]

Dear [REDACTED]

We are sending this letter as part of the commitment by Cheshire Adult Day Care, Inc. d/b/a/ Blaire House of Milford Adult Day Health, which is a subsidiary of Blaire House Senior Services, Inc. (hereinafter, the "Facility") to privacy and information security. The Facility holds itself to the highest standards and is taking this opportunity to make sure you are fully aware of a potential issue involving your personal information.

As described in our phone call with your daughter [REDACTED] on April 15, 2019, the Facility experienced a data security incident on April 10, 2019. The incident involved the theft of items from an employee's car, which was locked and under surveillance at her home, including paper documents unintentionally left in the car. The paper documents contained some of your personal information, including protected health information as follows: your name, date of birth, medical diagnoses, and medication lists. We want to assure you that law enforcement was contacted immediately and is currently investigating this matter. You have a right to obtain a copy of the police report. Please notify us if you would like a copy of the police report. In addition, we are taking this opportunity to review our policies and procedures and re-educate our staff regarding personal and protected health information.

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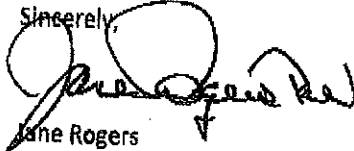
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any questions about this incident, information on how to request a security freeze at no charge on your consumer credit report, and your credit reporting agency complimentary services.

We sincerely apologize for this occurrence and want to assure you that we are completely committed to preventing any future incidents.

Sincerely,



Jane Rogers
Compliance Officer

Enc.

C:



Via UPS Article# 1Z 034 174 03 4243 2007

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3. **Provide the activation code:** CF49B8JX8

If you have questions about the service, need assistance with identity restoration or would like an alternative to enrolling in Experian IdentityWorks-Adult Credit Plus 3B online, please contact Experian's customer care team at (877)890-9332. Be prepared to provide engagement number DB12059 as proof of eligibility for the identity restoration services by Experian.

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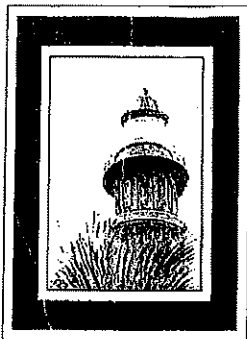
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Friday, April 19, 2019

Via UPS Article # 1Z 034 174 03 4115 0377

[REDACTED]
Dear [REDACTED]

We are sending this letter as part of the commitment by Cheshire Adult Day Care, Inc. d/b/a/ Blaire House of Milford Adult Day Health, which is a subsidiary of Blaire House Senior Services, Inc. (hereinafter, the "Facility") to privacy and information security. The Facility holds itself to the highest standards and is taking this opportunity to make sure you are fully aware of a potential issue involving your personal information.

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3. Provide the activation code: VQP2HN63X

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