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Healthcare Administrative Partners

OPTIMIZING PROVIDER PERFORMANCE

Return Mail Processing
PO Box 589
Claysburg, PA 16625-0589

November 5, 2019

Notice of Data Security Incident

Dear Sample A Sample:

We recently experienced a data security incident that may have impacted some of your personal information, including your name and Social Security number. This incident resulted from an employee clicking on a link in a phishing email and providing their login credentials. As you know, we take the privacy and security of our employees' information and their family members seriously, and we sincerely apologize for any concern or inconvenience this may cause. 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 September 16, 2019, we determined that your information was present in an email account that was accessed by an unauthorized individual. We became aware of suspicious activity associated with the email account June 26, 2019, and immediately changed all employee passwords and enabled additional security controls in our email environment. We then engaged independent computer forensic experts to investigate the incident. The forensic investigation confirmed that an unauthorized individual accessed the corporate email account, but was unable to identify what emails or attachments, if any, may have been viewed by the unauthorized individual. Out of an abundance of caution, HAP conducted a comprehensive review of the employee's mailbox to determine what personal information may have been present in the email account.

What information was involved?

The review concluded on September 16th, 2019 and we determined that your name and Social Security number were present in this employee's email account.

What we are doing:

We want to assure you that we have taken steps to prevent this kind of event from happening in the future. Since the incident, all passwords have been reset, external emails are now clearly labeled as external, mailbox size restrictions and archiving requirements have been implemented, and we are currently evaluating options for multi-factor authentication. In the near future, you will also receive additional training on recognizing and responding to suspicious emails.

What you can do:

At this time, there is no evidence that your information was viewed or misused by the unauthorized individual. However, we are offering you a complimentary membership of Experian's IdentityWorks^{SM}. This product provides you with credit monitoring, identity detection, and resolution of identity theft. Please note that this offer is available to you for one-year from the date of enrollment.

The Terms and Conditions for this offer are located at www.ExperianIDWorks.com/restoration. You will also find self-help tips and information about identity protection at this site. While Identity Restoration assistance is

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immediately available to you, we also encourage you to activate the fraud detection tools available through Experian IdentityWorks^{SM} as part of the one-year complimentary membership.

To start monitoring your personal information please follow the steps below:

- Ensure that you **enroll by:** January 31, 2020 (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: https://www.experianidworks.com/credit
- Provide your **activation code:** ABCDEFGHI

If you have questions about the product or need assistance with identity restoration that arose as a result of this incident, please contact Experian's customer care team at 1-833-281-4827 by January 31, 2020 and be prepared to provide your activation code.

If you believe there was fraudulent use of your information arising from this incident and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent. If, after discussing your situation with an agent, it is determined that identity restoration support is needed then an Experian Identity Restoration agent is available to work with you to investigate and resolve the fraud that occurred from the date of the incident (including, as appropriate, helping you with contacting credit grantors to dispute charges and close accounts; assisting you in placing a freeze on your credit file with the three major credit bureaus; and assisting you with contacting government agencies to help restore your identity to its proper condition).

Additional Details Regarding Your Experian IdentityWorks Membership:

A credit card is **not** required for enrollment in Experian IdentityWorks. You can contact Experian **immediately** regarding any fraud issues, and have access to the following features once you enroll in Experian IdentityWorks:

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 file for indicators of fraud.

Identity Restoration: Identity Restoration agents are immediately available to help you address credit and non-credit related fraud.

Experian IdentityWorks ExtendCARE^{TM}: You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.

$1 Million Identity Theft Insurance:** Provides coverage for certain costs and unauthorized electronic fund transfers.
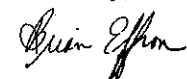
What else you can do to protect your information: There are additional actions you can consider taking to reduce the chances of identity theft or fraud on your account(s). Please refer to www.ExperianIDWorks.com/restoration for this information.

We encourage you to take full advantage of this service offering. Additional information about protecting your identity is included in this letter, including recommendations by the Federal Trade Commission regarding identity theft protection and details on how to place a fraud alert or a security freeze on your credit file.

For more information

If you have any questions or concerns about enrollment, please call 1-833-281-4827 Monday through Friday from 8 am – 10 pm Central Time, Saturday/Sunday 10 am -7 pm Central Time. Our employees are always our top priority, and we deeply regret any inconvenience or concern that this matter may cause you.

Sincerely,

Brian Effron
CEO
Healthcare Administrative Partners

* 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

U.S. State Notification Requirements

For residents of _Hawaii, Michigan, Missouri, New Mexico, Virginia, Vermont,_ and _North Carolina_: It is recommended by state law that you remain vigilant for incidents of fraud and identity theft by reviewing credit card account statements and monitoring your credit report for unauthorized activity.

For residents of _Colorado, Illinois, Iowa, Maryland, Missouri, New Mexico, North Carolina, Oregon, Washington,_ and _West Virginia_:
It is required by state laws to inform you that you may obtain a copy of your credit report, free of charge, whether or not you suspect any unauthorized activity on your account. You may obtain a free copy of your credit report by contacting any one or more of the following national consumer reporting agencies:

Equifax	**Experian**	**TransUnion**
P.O. Box 105139	P.O. Box 2002	P.O. Box 6790
Atlanta, GA 30374	Allen, TX 75013	Fullerton, CA 92834
1-800-685-1111	1-888-397-3742	1-800-916-8800
www.equifax.com	www.experian.com	www.transunion.com

You may also obtain a free copy of your credit report online at www.annualcreditreport.com, by calling toll-free 1-877-322-8228, or by mailing an Annual Credit Report Request Form (available at www.annualcreditreport.com) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281.

For residents of _Iowa_:
State law advises you to report any suspected identity theft to law enforcement or to the Attorney General.

For residents of _Oregon_:
State laws advise you to report any suspected identity theft to law enforcement, as well as the Federal Trade Commission.

For residents of _Colorado, Maryland, Illinois, North Carolina,_ and _Rhode Island_:
You can obtain information from the Maryland, North Carolina, and Rhode Island Offices of the Attorneys General and the Federal Trade Commission about fraud alerts, security freezes, and steps you can take toward preventing identity theft.

Maryland Attorney General	**North Carolina Attorney General**	**Rhode Island Attorney General**	**Federal Trade Commission**
Consumer Protection Div.	Consumer Protection Div.	Consumer Protection Div.	Consumer Response Center
200 St. Paul Place	9001 Mail Service Center	150 South Main Street	600 Pennsylvania Avenue, NW
Baltimore, MD 21202	Raleigh, NC 27699-9001	Providence, RI 02903	
1-888-743-0023	1-877-566-7226	(401) 274-4400	Washington, DC 20580
www.oag.state.md.us	www.ncdoj.com	www.riag.ri.gov	1-877-IDTHEFT (438-4338)
			www.identityTheft.gov

For residents of _Massachusetts_:
It is required by state law that you are informed of your right to obtain a police report if you are a victim of identity theft.

For residents of all states:
Fraud Alerts: You can place fraud alerts with the three credit bureaus at one of the three major credit bureaus by phone and also via each credit bureau'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 credit bureaus is below. As of September 21, 2018, fraud alerts will now last one year, instead of 90 days. Fraud alerts will continue to be free and identity theft victims can still get extended fraud alerts for seven years.
Monitoring: You should always remain vigilant and monitor your accounts for suspicious or unusual activity.
Security Freeze: 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, each credit reporting agency has a dedicated web page for security freezes and fraud alerts or you can request a freeze by phone or by mail. 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 may also require a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, display your name and current mailing address, and the date of issue. Effective September 21, 2018, placing a freeze on your credit report is now free for all United States citizens.

Equifax Security Freeze	**Experian Security Freeze**	**TransUnion (FVAD)**
P.O. Box 105788	P.O. Box 9554	P.O. Box 2000
Atlanta, GA 30348	Allen, TX 75013	Chester, PA 19022
www.equifax.com	http://www.experian.com/freeze	www.transunion.com

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More information can also be obtained by contacting the Federal Trade Commission listed above.

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Partners**

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PO Box 589
Claysburg, PA 16625-0589

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November 7, 2019

Notice of Data Security Incident

Dear █████████,

We previously sent you a letter with information about a data security incident experienced by Healthcare Administrative Partners ("HAP"). The letter included an offer for 12 months of credit monitoring and identity restoration services. We sincerely apologize, as we had intended to offer you these services for 24 months. Please use the code provided below to enroll in these services.

To obtain this protection you must enroll in IdentityWorks by January 31, 2020.

The Terms and Conditions for this offer are located at www.ExperianIDWorks.com/restoration. You will also find self-help tips and information about identity protection at this site. While Identity Restoration assistance is immediately available to you, we also encourage you to activate the fraud detection tools available through Experian IdentityWorks^{SM} as part of the 24 month complimentary membership.

To start monitoring your personal information please follow the steps below:

- Ensure that you **enroll by:** January 31, 2020 (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: https://www.experianidworks.com/credit
- Provide your **activation code:** ████████

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If you believe there was fraudulent use of your information as a result of this incident and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent. If, after discussing your situation with an agent, it is determined that identity restoration support is needed then an Experian Identity Restoration agent is available to work with you to investigate and resolve each incident of fraud that occurred from the date of the incident (including, as appropriate, helping you with contacting credit grantors to dispute charges and close accounts; assisting you in placing a freeze on your credit file with the three major credit bureaus; and assisting you with contacting government agencies to help restore your identity to its proper condition).

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> **$1 Million Identity Theft Insurance**:** Provides coverage for certain costs and unauthorized electronic fund transfers.

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We encourage you to take full advantage of this service offering.

For more information

If you have any questions or concerns, please call 1-833-281-4827 Monday through Friday from 8 am – 10 pm Central Time, Saturday/Sunday 10 am -7 pm Central Time. Your trust is our top priority, and we deeply regret any inconvenience or concern that this matter may cause you.

Sincerely,

Brian Effron
CEO
Healthcare Administrative Partners

* 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