

16071



C/O ID Experts
PO Box 4219
Everett WA 98204

To Enroll, Please Call:
1-833-953-1733
Or Visit:
<https://app.myidcare.com/account-creation/protect>
Enrollment Code:
<<XXXXXXXXXX>>

ENDORSE



<<Salutation>>



NAME
ADDRESS1
ADDRESS2

SEQ
CODE 2D
Ver 4PS

CSZ
COUNTRY

BREAK

<<Mail Date>>

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

We recently became aware of a data privacy event that may affect the security of personal information of patients who had appointments at one of our Harbor Health Services, Inc. ("Harbor Health") locations. We take this incident very seriously. The confidentiality, privacy, and security of the information provided to us is one of our highest priorities.

What Happened? On June 11, 2019, we discovered suspicious activity occurring within a Harbor Health Plymouth employee's email account. We immediately started an investigation of the activity. Using third-party forensic investigators, it was confirmed on June 24, 2019 that an unauthorized individual had accessed the employee email account for a period of about 40 minutes on June 11, 2019. On July 30, 2019, we confirmed that the email account contained personal information belonging to some patients who had appointments at our sites. We are unable to determine which emails, if any, were accessed or viewed by the individual. Since we are unable to rule out access to any particular email, we reviewed the contents of the affected email account to identify any personal and protected health information that may have been accessible.

What Information Is Impacted? Our review determined that the following information of yours may have been accessible within the account: <<data elements>>.

What Are We Doing in Response to this Incident? The security of our patients' information is extremely important to us and we apologize for any difficulty or concern this incident may cause. We immediately changed the employee's email log in credentials and have put additional security measures in place. We are also reviewing our existing policies and procedures to further enhance the security of our network. We take this incident very seriously and are providing information below so that you can take the steps you feel are appropriate. We are also offering access to two (2) years of free credit/identity monitoring and identity restoration services through ID Experts. We encourage you to take advantage of these identity protection services. Your identity monitoring services include Credit and CyberScan monitoring, a \$1,000,000.00 insurance reimbursement policy, and fully managed id theft recovery services.

What Can I Do in Response to this Incident? We encourage you to remain alert to incidents of identity theft and fraud. You should review your financial account statements and explanation of benefits forms for suspicious activity. If you see any charges or purchases you did not make, promptly contact the bank or credit card company or your insurance company. We also recommend reviewing your credit report for requests from companies that you have not contacted and for accounts you have not opened. You can find additional information in the enclosed "Steps You Can Take To Protect Against Identity Theft and Fraud". You can also find the instructions to enroll in the credit monitoring services there.

For More Information. We understand that you may have questions about this incident that are not addressed in this letter. For more information regarding the event, please contact our call center at 1-833-953-1733, Monday through Friday, 9:00 A.M. ET to 9:00 p.m. ET (excluding US holidays). You can also write to us at:

Privacy Officer
1135 Morton Street
Mattapan, MA 02126.

Sincerely,



Corrina Halloran
Privacy Officer

Harbor Health Services, Inc.
1135 Morton Street
Mattapan, MA 02126

Daniel Driscoll – Neponset Health Center
398 Neponset Ave
Dorchester, MA 02122

Geiger Gibson Community Health Center
250 Mount Vernon Street
Dorchester, MA 02125

Harbor Community Health Center - Hyannis
735 Attucks Lane
Hyannis, MA 02601

Harbor Community Health Center – Plymouth
10 Cordage Park Circle
Suite 115
Plymouth, MA 02360

Ellen Jones Community Dental Center
351 Pleasant Lake Street
Harwich, MA 02645

Elder Service Plan - Mattapan
1135 Morton Street
Mattapan, MA 02126

Elder Service Plan – Brockton
479 Torrey Street
Brockton, MA 02301

DotHouse Health – WIC
1353 Dorchester Ave
Dorchester, MA 02122

Codman Square – WIC
673 Washington Street
Dorchester, MA 02124

Harbor Community Dental Center – Provincetown
49 Harry Kemp Way
Provincetown, MA 02657

Steps You Can Take To Protect Against Identity Theft and Fraud

Harbor Health is offering you access to two (2) years of credit monitoring and identity theft protection services (MyIDCare™) through ID Experts®. To enroll please visit <https://app.myidcare.com/account-creation/protect> or call 1-833-953-1733 using the following Enrollment Code provided above. Please note the deadline to enroll is <<3 months from mailing>>.

Under U.S. law you are entitled to one free credit report annually from each of the three major credit reporting bureaus. To order your free credit report, visit www.annualcreditreport.com or call, toll-free, 1-877-322-8228. You may also contact the three major credit bureaus directly to request a free copy of your credit report.

You have the right to place a “security freeze” on your credit report, which will prohibit a consumer reporting agency from releasing information in your credit report without your express authorization. The security freeze is designed to prevent credit, loans, and services from being approved in your name without your consent. However, you should be aware that using a security freeze to take control over who gets access to the personal and financial information in your credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application you make regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, you cannot be charged to place or lift a security freeze on your credit report. Should you wish to place a security freeze, please contact the major consumer reporting agencies listed below:

Experian
PO Box 9554
Allen, TX 75013
1-888-397-3742
www.experian.com

TransUnion
P.O. Box 2000
Chester, PA 19016
1-888-909-8872
www.transunion.com

Equifax
PO Box 105788
Atlanta, GA 30348-5788
1-800-685-1111
www.equifax.com

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;
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.

The credit reporting agencies have one (1) to three (3) business days after receiving your request to place a security freeze on your credit file report, based upon the method of the request. The credit bureaus must also send written confirmation to you within five (5) business days and provide you with the process by which you may remove the security freeze, including an authentication mechanism. Upon receiving a direct request from you to remove a security freeze and upon receiving proper identification from you, the consumer reporting agency shall remove a security freeze within one (1) hour after receiving the request by telephone for removal or within three (3) business days after receiving the request by mail for removal.

As an alternative to a security freeze, you have the right to place an initial or extended “fraud alert” on your file at no cost. An initial fraud alert is a 1-year alert that is placed on a consumer’s credit file. Upon seeing a fraud alert display on a consumer’s credit file, a business is required to take steps to verify the consumer’s identity before extending new credit. If you are a victim of identity theft, you are entitled to an extended fraud alert, which is a fraud alert lasting seven years. Should you wish to place a fraud alert, please contact any one of the agencies listed above.

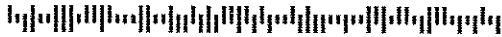
Under Massachusetts law, you have the right to obtain any police report filed in regard to this incident. If you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it.

You can also further educate yourself regarding identity theft, fraud alerts, security freezes, and the steps you can take to protect yourself, by contacting the consumer reporting agencies, your state Attorney General, or the Federal Trade Commission (FTC). The Federal Trade Commission can be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580; www.identitytheft.gov; 1-877-ID-THEFT (877-438-4338); and TTY: 866-653-4261. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. You can also obtain further information on how to file such a complaint by way of the contact information listed above. Instances of known or suspected identity theft.



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Harwich, MA 02645

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Mattapan, MA 02126

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Dorchester, MA 02122

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