

16201



NATIONAL
RURAL HEALTH
RESOURCE CENTER

525 South Lake Avenue, Suite 320, Duluth, Minnesota, 55802

December 9, 2019

«First_Name» «Last_Name»
«Address»
«City», «State» «ZIP»

Dear «Prefix» «Last_Name»,

We need to inform you that there was unauthorized access to one of the National Rural Health Resource Center's (The Center) email accounts.

The Center places a high value on the relationships we have with our partners and we have a responsibility to protect the sensitive information you provide us.

What Happened

Between October 14 and November 12, 2019, there was unauthorized access to an email account on our system. This breach was discovered on November 15, 2019. We took action to secure our system and investigate the scope of the breach.

What Information Was Involved

This incident may involve your name, birth date, address, and Social Security number. We determined it was possible to access this information through the breached email account on our system but are not able to confirm whether this information was accessed.

What We are Doing

We immediately acted to secure the email account. We also conducted an investigation to determine if any other accounts or systems had been breached. No other unauthorized access was discovered.

Since discovering the breach, we implemented additional measures to increase the security of accounts with access to sensitive information. We

are also reviewing our systems to improve the security of stored sensitive information.

Finally, we are offering 18 months of identity theft protection through an IdentityForce Rapid Response plan. Please use the link and verification code provided below to enroll in this service. If you have questions about the service or need assistance enrolling, please call (877) 694-3367. The first verification code covers 12 months of service. Once you are enrolled, please contact us to arrange an additional six months of service.

Enrollment Website: <https://secure.identityforce.com/benefit/nrhr>

Verification Code: «CODE»

What You Can Do

We recommend that you place a fraud alert on your credit file. A fraud alert tells creditors to contact you before they open any new accounts or change your existing accounts. Call any one of the three major credit bureaus. As soon as one credit bureau confirms your fraud alert, the others are notified to place fraud alerts. The initial fraud alert stays on your credit report for one year. You can renew it after one year. There should not be a fee for requesting a fraud alert.

Equifax: equifax.com or 1-800-685-1111

Experian: experian.com or 1-888-397-3742

TransUnion: transunion.com or 1-888-909-8872

We also recommend that you review your credit report for unauthorized activity. Request that all three credit reports be sent to you, free of charge, for your review. Even if you do not find any suspicious activity on your initial credit reports, the Federal Trade Commission (FTC) recommends that you check your credit reports periodically. Thieves may hold stolen information to use at different times. Checking your credit reports periodically can help you spot problems and address them quickly.

If your personal information has been misused, visit the FTC's site at IdentityTheft.gov to get recovery steps and to file an identity theft

complaint. Your complaint will be added to the FTC's Consumer Sentinel Network, where it will be accessible to law enforcers for their investigations.

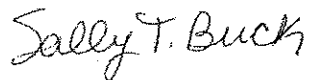
You also may want to consider contacting the major credit bureaus at the telephone numbers above to place a free credit freeze on your credit file. A credit freeze means potential creditors cannot get your credit report unless you unfreeze the account for access. That makes it less likely that an identify thief can open new accounts in your name.

In Closing

We apologize for the frustration and inconvenience this incident caused.

Please contact me at sbuck@ruralcenter.org or (218) 216-7025 with any questions or concerns related to this incident.

Sincerely,



Sally T. Buck
Chief Executive Officer