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RELIANT
MEDICAL GROUP

5 Neponset Street
Worcester, Massachusetts 01606
508.852.0600
reliantmedicalgroup.org

[DATE]

[PREFIX] [FIRST NAME] [LAST NAME]
[ADDRESS]
[CITY], [STATE] [ZIP]

Dear [PREFIX] [NAME]:

Reliant Medical Group, Inc. ("Reliant") is writing to notify you that an unauthorized acquisition of your Protected Health Information ("PHI") and Personal Information ("PI") occurred on or about January 27, 2020. On or about January 27, 2020, a Reliant employee faxed the results of your recent pre-employment examination to the wrong recipient. Included in the fax was your name, address, phone number, test results, and your social security number. Reliant was notified of the error by the recipient of the fax, determined the error was caused by an employee transcribing the fax number incorrectly, and confirmed there is no further risk of improper disclosure of your information by Reliant. Reliant has since educated the responsible employee about proper care and verification of information before transmitting patient information.

Please closely review the information provided in this letter for some steps that you may take to protect yourself against potential misuse of your private information. You should remain vigilant for incidents of fraud and identity theft by regularly reviewing your bank account statements and credit reports.

Under Massachusetts law, you have the right to obtain any police report filed in regard to this incident. No police report has been filed in regards to this matter nor is it anticipated that one will be filed.

Massachusetts law also allows consumers to place a security freeze on their credit reports. A security freeze prohibits a credit reporting agency from releasing any information from a consumer's credit report without written authorization. However, please be aware that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit mortgages, employment, housing or other services.

A credit reporting agency cannot charge you to place, lift, or remove a security freeze. To place a security freeze on your credit report, you must contact each of the three major consumer reporting agencies: Equifax; Experian; and TransUnion. You may contact each agency by phone, via their website, or by regular, certified, or overnight mail at the addresses below:

Equifax Security Freeze
P.O. Box 105788
Atlanta, GA 30348
(800) 685-1111
<https://www.equifax.com>

Experian Security Freeze
P.O. Box 9554
Allen, TX 75013
(888) 397-3742
www.experian.com

Trans Union Security Freeze
Fraud Victim Assistance
Department
P.O. Box 6790
Fullerton, CA 92834
(888) 909-8872
www.transunion.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 ("SSN");
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;
8. If you are not a victim of identity theft, include payment by check, money order, or credit card (Visa, MasterCard, American Express or Discover only). Do not send cash through the mail.

The credit reporting agencies have one (1) business day after receiving your request by telephone or secure electronic means, and three (3) business days after receiving your request by mail, to place a security freeze on your credit report. The credit bureaus must also send written confirmation to you within five (5) business days and provide you with a unique personal identification number (PIN) or password, or both, that can be used by you to authorize the removal or lifting of the security freeze.

To lift the security freeze in order to allow a specific entity or individual access to your credit report, you must call or send a written request to the credit reporting agencies by mail and include proper identification (name, address, and social security number) and the PIN number or password provided to you when you placed the security freeze as well as the identities of those entities or individuals you would like to receive your credit report or the specific period of time you want the credit report available. The credit reporting agencies have one (1) business day after receiving your request by telephone or secure electronic means, and three (3) business days after receiving your request by mail, to lift the security freeze for those identified entities or for the specified period of time.

To remove the security freeze, you must by phone, via each credit bureau website, or send a written request to each of the three credit bureaus by mail and include proper identification (name, address, and social security number) and the PIN number or password provided to you when you placed the security freeze. The credit reporting agencies have one (1) business day after receiving your request by telephone or secure electronic means, and three (3) business days after receiving your request by mail, to lift the security freeze.

In addition, and at no cost to you, Reliant will pay for your credit monitoring for eighteen (18) months. Please send Reliant your invoice after you have registered and Reliant will refund your cost in full. Below is a list of possible credit monitoring agencies that you may use:

- Trans Union <http://www.transunion.com>
- Life Lock: <http://www.lifelock.com/>
- AARP Credit Monitoring: <https://www.aarpidprotection.com/>
- Experian: <http://www.freecreditreport.com/>

- Equifax: <http://www.equifax.com/>
- AAA: <http://www.autoclubmo.aaa.com/memberserv/identity-monitoring.html>

Your trust is a top priority for Reliant and we regret any inconvenience this incident may cause. The privacy and protection of your information is a matter we take very seriously and we are doing everything we can to rectify this situation and see to it that incidents such as these do not reoccur. Please contact Michael Lombardi, Senior Manager, Compliance at (508) 368-5533 if you have any questions or concerns.

Sincerely,

Michael Lombardi, JD, CHC
Senior Manager, Compliance
Reliant Medical Group

cc: Massachusetts Office of Attorney General Maura Healy