



C/O ID Experts  
10300 SW Greenburg Rd. Suite 570  
Portland, OR 97223

17282

To Enroll, Please Call:

1-833-431-1278

Or Visit:

<https://app.myidcare.com/account-creation/protect>

Enrollment Code:

<<XXXXXXXXXX>>

<<First Name>> <<Last Name>>

<<Address1>> <<Address2>>

<<City>>, <<State>> <<Zip>>

August 5, 2020

Re: Notice of Data Security Incident

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

I am writing to inform you of a data security incident that involved your personal information. At Lorien Health Services ("Lorien"), we take the privacy and security of your information very seriously. This is why I am notifying you of the incident, offering you credit monitoring and identity protection services, and informing you about steps you can take to help protect your personal information.

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.

Massachusetts law also allows consumers to place a security freeze on their credit reports. This should be provided at no charge. A security freeze prohibits a consumer 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.

To place a security freeze on your credit report, you must send a written request to each of the three major consumer reporting agencies:

Equifax Security Freeze: P.O. Box 105788, Atlanta, GA 30348, 1-888-298-0045, [www.equifax.com](http://www.equifax.com)

Experian Security Freeze: P.O. Box 9701, Allen, TX 75013, 1-888-397-3742, [www.experian.com/freeze/center.html](http://www.experian.com/freeze/center.html)

TransUnion Security Freeze: P.O. Box 2000, Chester, PA, 19016, 1-888-909-8872, [freeze.transunion.com](http://freeze.transunion.com)

In order to request a security freeze, you will need to provide the following information:

1. Your full name and any suffixes;
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; and
6. A legible photocopy of a government issued identification card (state driver's license or ID card, military identification, etc.).

If you request a security freeze by phone or online, the consumer reporting agencies must put the freeze in place within one (1) business day. If you request a security freeze by mail, the consumer reporting agencies have three (3) business days after receiving your request 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), password, or both, that can be used by you to authorize the removal or lifting of the security freeze.

To remove or temporarily lift the security freeze, you must request that the consumer reporting agency remove or lift the security freeze. You may submit the request by secure electronic means, by telephone, or by mail. You will be required to include proper identification in the request (name, address, and Social Security number) and the PIN or password provided to you when you placed the security freeze. If the request is made by telephone or secure electronic means, the consumer reporting agencies have one (1) hour after receiving the request to lift the security freeze. If the request is made by mail, the consumer reporting agencies have three (3) business days after receiving your request to lift the security freeze to accommodate the request.

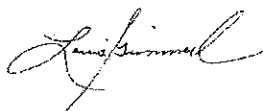
In order to determine whether any unauthorized credit was obtained with your information, you may obtain a copy of your credit report at [www.annualcreditreport.com](http://www.annualcreditreport.com) or by calling 877-322-8228. You may also request information on how to place a fraud alert by contacting any of the three national consumer reporting agencies using the contact information on the next page. A fraud alert is intended to alert you if someone attempts to obtain credit in your name without your consent. It is recommended that you remain vigilant for any incidents of fraud or identity theft by reviewing credit card account statements and your credit report for unauthorized activity. You may also contact the Federal Trade Commission (FTC) to learn more about how to prevent identity theft:

FTC, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, D.C. 20580,  
[www.ftc.gov/bcp/edu/microsites/idtheft/](http://www.ftc.gov/bcp/edu/microsites/idtheft/), 877-IDTHEFT (438-4338).

You can follow the recommendations in this letter to help protect your personal information, and you can enroll in the complimentary two (2) year credit monitoring and identity protection services we are offering through ID Experts. To enroll in the free services, please call 1-833-431-1278 or go to <https://app.myidcare.com/account-creation/protect> and use the Enrollment Code provided above. The specific services include twenty-four (24) months of credit and CyberScan monitoring, a \$1,000,000 insurance reimbursement policy, and fully managed identity theft recovery services. Please note the deadline to enroll is October 16, 2020. To receive the ID Experts services, you must be over the age of 18, and have established credit in the U.S., a Social Security number in your name, and a U.S. residential address associated with your credit file.

**For More Information:** If you have any questions about this letter, please contact Lorian at 1-833-431-1278. Please accept our sincere apologies and know that we deeply regret any worry or inconvenience that this may cause you.

Sincerely,



Lou Grimm, Sr.  
Chief Executive Officer, Lorian Health Services