

Aspire Health Alliance



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**IMPORTANT INFORMATION  
PLEASE REVIEW CAREFULLY**

Dear 

The privacy and security of the personal information we maintain is of the utmost importance to Aspire Health Alliance (“Aspire”). We are writing with important information regarding a recent data security incident at Blackbaud, a third party service provider, which may have involved some of the information that you provided to Aspire. Blackbaud is a software and service provider that is widely used for accounting and donor engagement efforts at non-profits and health organizations world-wide. We want to provide you with information about the incident and let you know that we continue to take significant measures to protect your information.

On September 9, 2020 Blackbaud notified Aspire of a security incident that impacted its clients across the world. Blackbaud reported to us that they identified a security incident in progress on May 20, 2020. Blackbaud informed us that they stopped the incident and engaged experts to assist in their internal investigation. That investigation concluded that an unauthorized individual intermittently removed data between February 7, 2020 and May 20, 2020.

Once we were informed of the issue, we immediately initiated an internal investigation. As a part of our investigation, in addition to demanding detailed information from Blackbaud about the nature and scope of the incident, we engaged outside experts experienced in handling these types of incidents to help determine the impact to our stakeholders and appropriately notify them.

On October 26, 2020 we determined that the information removed by the unauthorized individual may have contained some of your personal information, including your full name and checking account number and the bank where that account is held. **Your Social Security number and health information was not exposed as a result of this incident.**

**According to Blackbaud, there is no evidence to believe that any data will be misused, disseminated, or otherwise made publicly available. Blackbaud indicates that it has hired a third-party team of experts, including a team of forensics accountants, to continuing monitoring for any such activity. Nevertheless, out of an abundance of caution, we want to make you aware of the incident.**

This letter provides precautionary measures that you can take to protect your personal information, including placing a fraud alert and/or security freeze on your credit files, and/or obtaining a free credit report. Additionally, you should always remain vigilant in reviewing your financial account statements and credit reports for fraudulent or irregular activity on a regular basis and report any suspicious activity to the proper authorities. Because your bank or financial account number was impacted, you may want to contact your financial institution to discuss ways in which you can best protect your account, including possibly changing your account number or flagging your account.

We sincerely regret any inconvenience this incident may cause you. We remain fully committed to maintaining the privacy of personal information in our possession and have taken many precautions to safeguard it. Blackbaud has assured us that they are enhancing their security controls and conducting ongoing efforts against incidents like this in the future. We continually evaluate and modify our practices, and those of our third party service providers, to enhance the security and privacy of your personal information.

**If you have any further questions regarding this incident, please call us directly at [REDACTED] Monday through Friday, 9 a.m. to 5 p.m. We can share information on the incident and direct you to resources to help you protect your information.**

Sincerely,

Aspire Health Alliance

- OTHER IMPORTANT INFORMATION -

**1. Placing a Fraud Alert on Your Credit File.**

You may place an initial one (1) year "fraud alert" on your credit files, at no charge. A fraud alert tells creditors to contact you personally before they open any new accounts. To place a fraud alert, call any one of the three major credit bureaus at the numbers listed below. As soon as one credit bureau confirms your fraud alert, they will notify the others.

**Equifax**

P.O. Box 105069  
Atlanta, GA 30348  
[www.equifax.com](http://www.equifax.com)  
1-800-525-6285

**Experian**

P.O. Box 2002  
Allen, TX 75013  
[www.experian.com](http://www.experian.com)  
1-888-397-3742

**TransUnion LLC**

P.O. Box 2000  
Chester, PA 19016  
[www.transunion.com](http://www.transunion.com)  
1-800-680-7289

**2. Placing a Security Freeze on Your Credit File.**

If you are very concerned about becoming a victim of fraud or identity theft, you may request a "security freeze" be placed on your credit file, at no charge. A security freeze prohibits, with certain specific exceptions, the consumer reporting agencies from releasing your credit report or any information from it without your express authorization. You may place a security freeze on your credit report by contacting all three nationwide credit reporting companies at the numbers below and following the stated directions or by sending a request in writing, by mail, to all three credit reporting companies:

**Equifax Security Freeze**

PO Box 105788  
Atlanta, GA 30348  
<https://www.freeze.equifax.com>  
1-800-349-9960

**Experian Security Freeze**

PO Box 9554  
Allen, TX 75013  
<http://experian.com/freeze>  
1-888-397-3742

**TransUnion Security Freeze**

P.O. Box 2000  
Chester, PA 19016  
<http://www.transunion.com/securityfreeze>  
1-888-909-8872

In order to place the security freeze, you'll need to supply your name, address, date of birth, Social Security number and other personal information. After receiving your freeze request, each credit reporting company will send you a confirmation letter containing a unique PIN (personal identification number) or password. Keep the PIN or password in a safe place. You will need it if you choose to lift the freeze.

If your personal information has been used to file a false tax return, to open an account or to attempt to open an account in your name, or to commit fraud or other crimes against you, you may file a police report in the city in which you currently reside.

**3. Obtaining a Free Credit Report.**

Under federal law, you are entitled to one free credit report every 12 months from each of the above three major nationwide credit reporting companies. Call **1-877-322-8228** or request your free credit reports online at **[www.annualcreditreport.com](http://www.annualcreditreport.com)**. Once you receive your credit reports, review them for discrepancies. Identify any accounts you did not open or inquiries from creditors that you did not authorize. Verify all information is correct. If you have questions or notice incorrect information, contact the credit reporting company.

**4. Additional Helpful Resources.**

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. Checking your credit report periodically can help you spot problems and address them quickly.

If you find suspicious activity on your credit reports or have reason to believe your information is being misused, call your local law enforcement agency and file a police report. Be sure to obtain a copy of the police report, as many creditors will want the information it contains to absolve you of the fraudulent debts. You may also file a complaint with the FTC by contacting them on the web at [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft), by phone at 1-877-IDTHEFT (1-877-438-4338), or by mail at Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580. Your complaint will be added to the FTC's Identity Theft Data Clearinghouse, where it will be accessible to law enforcement for their investigations. In addition, you may obtain information from the FTC about fraud alerts and security freezes.

**5. Obtaining a Police Report.**

Under Massachusetts law, you have the right to obtain a police report 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.