

18471



C/O IDX
PO Box 4129
Everett, WA 98204

To Enroll, Please Call:
1-833-920-3172
Or Visit:
<https://response.idx.us/schaprotect>
Enrollment Code: <<CODE>>

<<NAME>>
<<ADDRESS>>
<<CITY STATE ZIP>>

January 6, 2021

Re: Notice of Data Breach

Dear <<NAME>>,

We are writing to inform you of a data security incident that may have affected your personal information. South Country Health Alliance takes the privacy and security of your personal information very seriously. We are sending you this letter to notify you about this incident, offer you credit and identity monitoring services, and inform you about steps you can take to protect your personal information.

What Happened. On September 14, 2020, we discovered that unauthorized access to an employee email account had occurred on June 25, 2020. South Country Health Alliance immediately secured the account, began an investigation, and engaged cybersecurity experts to assist us with the investigation. On November 5, 2020, following a review of the contents of the email account, we determined that your personal information may have been in the account. In response to learning this, we took steps to identify mailing addresses for potentially impacted individuals, and now we are notifying you about the incident and are providing information to assist you.

What Information Was Involved. The following information may have been involved: Social Security number, Diagnostic or Treatment Information, Provider Name, Medicare or Medicaid Number, Health Insurance Information and Treatment Cost Information.

What We Are Doing. As soon as we discovered the incident, we took the steps referenced above. We also enhanced the security of our email environment, enhanced password protections, adopted multifactor authentication and enhanced employee security training. Additionally, we are offering 24 months of credit monitoring and identity protection services at no cost to you and providing you additional information about steps you can take to protect your personal information.

What You Can Do. You can follow the recommendations on the following page to protect your personal information. In addition, we encourage you to enroll in the identity theft protection services we are offering through IDX. The identity protection services include 24 months of credit and CyberScan monitoring, a \$1,000,000 identify theft insurance policy, and fully managed identity theft recovery services. To receive credit monitoring services, you must be over the age of 18 and have established credit in the U.S., have a Social Security number in your name, and have a U.S. residential address associated with your credit file. You can enroll in the free IDX identity protection services by calling 1-833-920-3172 or going to <https://response.idx.us/schaprotect> and using the Enrollment Code provided above. IDX representatives are available Monday through Friday from 8:00 a.m. to 8:00 p.m. Central Time. Please note the deadline to enroll is March 30, 2021.

For More Information. If you have questions or need assistance, please call 1-833-920-3172, Monday through Friday from 8:00 a.m. to 8:00 p.m. Central Time, or visit <https://response.idx.us/schaprotect>. Please accept our sincere apologies and

know that we deeply regret any worry or inconvenience that this may cause you.

Sincerely,

Leota B. Lind

Leota Lind
Chief Executive Officer
South Country Health Alliance

Steps You Can Take to Further Protect Your Information

Review Your Account Statements and Notify Law Enforcement of Suspicious Activity: As a precautionary measure, we recommend that you remain vigilant by reviewing your account statements and credit reports closely. If you detect any suspicious activity on an account, you should promptly notify the financial institution or company with which the account is maintained. You also should promptly report any fraudulent activity or any suspected incidence of identity theft to proper law enforcement authorities, your state attorney general, and/or the Federal Trade Commission (FTC).

Copy of Credit Report: You may obtain a free copy of your credit report from each of the three major credit reporting agencies once every 12 months by visiting <http://www.annualcreditreport.com/>, calling toll-free 877-322-8228, or by completing an Annual Credit Report Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348. You can print this form at <https://www.annualcreditreport.com/cra/requestformfinal.pdf>. You also can contact one of the following three national credit reporting agencies:

TransUnion	Experian	Equifax	Free Annual Report
P.O. Box 1000	P.O. Box 9532	P.O. Box 105851	P.O. Box 105281
Chester, PA19016	Allen, TX 75013	Atlanta, GA 30348	Atlanta, GA 30348
1-800-909-8872	1-888-397-3742	1-800-685-1111	1-877-322-8228
www.transunion.com	www.experian.com	www.equifax.com	www.annualcreditreport.com

Fraud Alert: You may want to consider placing a fraud alert on your credit report. An initial fraud alert is free and will stay on your credit file for at least 90 days. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any accounts in your name. To place a fraud alert on your credit report, contact any of the three credit reporting agencies identified above. Additional information is available at <http://www.annualcreditreport.com>.

Security Freeze: Under U.S. law, you have the right to put a security freeze on your credit file for up to one year at no cost. This will prevent new credit from being opened in your name without the use of a PIN number that is issued to you when you initiate the freeze. A security freeze is designed to prevent potential creditors from accessing your credit report without your consent. As a result, using a security freeze may interfere with or delay your ability to obtain credit. You must separately place a security freeze on your credit file with each credit reporting agency. In order to place a security freeze, you may be required to provide the consumer reporting agency with information that identifies you including your full name, Social Security number, date of birth, current and previous addresses, a copy of your state-issued identification card, and a recent utility bill, bank statement or insurance statement.

Minnesota Residents: A report discussing the facts of this incident and the results of the investigation has been prepared and will be made available to you upon request. If you would like a copy of the report, please call 1-833-920-3172 and tell the call center representative that you would like a copy of the report. In order for us to fulfill your request, you will be required to provide a mailing address or an email address to the call center representative.

Additional Free Resources: You can obtain information from the consumer reporting agencies, the FTC or from your respective state Attorney General about fraud alerts, security freezes, and steps you can take toward preventing identity theft. You may report suspected identity theft to local law enforcement, including to the FTC or to the Attorney General in your state. Contact information for the FTC is: **Federal Trade Commission**, 600 Pennsylvania Ave, NW, Washington, DC 20580, www.consumer.ftc.gov and www.ftc.gov/idtheft, 1-877-438-4338. Residents of New York, Maryland, North Carolina, and Rhode Island can obtain more information from their Attorneys General using the contact information below.

New York Attorney General Bureau of Internet and Technology Resources	Maryland Attorney General	North Carolina Attorney General	Rhode Island Attorney General
28 Liberty Street New York, NY 10005 ifraud@ag.ny.gov 1-212-416-8433	200 St. Paul Place Baltimore, MD 21202 www.oag.state.md.us 1-888-743-0023	9001 Mail Service Center Raleigh, NC 27699 www.ncdoj.gov 1-877-566-7226	150 South Main Street Providence, RI 02903 www.riag.ri.gov 401-274-4400

You also have certain rights under the Fair Credit Reporting Act (FCRA): These rights include to know what is in your file; to dispute incomplete or inaccurate information; to have consumer reporting agencies correct or delete inaccurate,

incomplete, or unverifiable information, as well as others. For more information about the FCRA, and your rights pursuant to the FCRA, please visit http://files.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf