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Sandhills Medical Foundation, Inc.

<Return Address>

<City> <Province> <ZipCode>



Name  
Address  
Address  
Address

March 5, 2021

### Notice of Data Breach

Dear:

We are writing to let you know about an incident that involved your personal information.

#### What Happened

Sandhills Medical Foundation, Inc., contracts with a vendor for online data storage. On January 8, 2021, the vendor notified Sandhills that hackers accessed their system and took Sandhills' data on or before December 3, 2020. According to the vendor's investigation, the hackers connected to their system on September 23, 2020 and could have accessed Sandhills' data as early as November 15, 2020. The vendor paid a ransom and the hackers returned the data. The hackers told the vendor they deleted the data and did not keep any copies. The vendor's cybersecurity experts monitored the internet and did not find any evidence that the hackers attempted to sell the data.

#### What Information Was Involved

Sandhills determined that patient medical records, lab results, medications, credit card numbers, and bank account numbers were **NOT** affected. The affected data included demographic information, such as names, dates of birth, mailing and email addresses, driver's licenses and state identification cards, and Social Security numbers. It also included claims information which could be used to determine diagnoses/conditions.

#### What We Are Doing

The vendor reported this incident to law enforcement and worked with cybersecurity experts to address, contain and recover from this incident. The vendor reported that it strengthened its security measures. As described below, Sandhills is also offering you free identity theft protection services.

#### What You Can Do

In response to the incident, Sandhills is providing you with access to the following services:

- CyberScout representatives are available for 90 days from the date of this letter, to assist you with questions regarding this incident, between the hours of 8:00 am to 5:00 pm Eastern time, Monday through Friday. Please call the CyberScout help line 1-888-236-0854 and supply the fraud specialist with your unique code listed below. To extend these services, enrollment in the monitoring services described below is required.

- Additionally, we are providing you with two years of access to **Single Bureau Credit Monitoring/Single Bureau Credit Report/Single Bureau Credit Score/Cyber Monitoring\*** services at no charge. These services provide you with alerts for twenty-four months (two years) from the date of enrollment when changes occur to your credit file. This notification is sent to you the same day that the change or update takes place with the bureau. Cyber monitoring will look out for your personal data on the dark web and alert you if your personally identifiable information is found online. Finally, we are providing you with proactive fraud assistance to help with any questions that you might have or in event that you become a victim of fraud.
- **How do you enroll for the free services?** To enroll in Credit Monitoring\* services at no charge, please log on to <https://secure.identityforce.com/benefit/sandhills> and follow the instructions provided. When prompted please provide the following unique code to receive services: **<CODE HERE.>** In order for you to receive the monitoring services described above, you must enroll within 90 days from the date of this letter.

If you choose not to use these services, we strongly urge you to:

- **Review Your Credit Reports:** You are entitled to one free copy of your credit report from each of the three major credit reporting companies every 12 months. To obtain a free annual credit report, visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call 1-877-322-8228; TTY: 1-877-730-4204. Upon receipt of your credit report, we recommend that you review it carefully for any suspicious activity. If you discover any suspicious activity and are enrolled in Credit Monitoring services, notify CyberScout immediately. You also have the right to file a police report if you experience identity fraud.
- **Place Fraud Alerts:** You can place a fraud alert by contacting one of the three major credit agencies directly at:

Equifax P.O. Box 740241 Atlanta, GA 30374 1-800-525-6285 <a href="http://www.equifax.com">www.equifax.com</a>	Experian P.O. Box 4500 Allen, TX 75013 1-888-397-3742 <a href="http://www.experian.com">www.experian.com</a>	TransUnion P.O. Box 2000 Chester, PA 19016 1-800-680-7289 <a href="http://www.transunion.com">www.transunion.com</a>
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- **Place Security Freezes:** You may also place a security freeze on your credit reports. Under federal law, you cannot be charged to place, lift, or remove a security freeze. You must place your request for a freeze with each of the three major consumer reporting agencies directly at:

Equifax Security Freeze P.O. Box 105788 Atlanta, GA 30348 1-800-349-9960 <a href="http://www.equifax.com/personal/credit-report-services/">www.equifax.com/personal/credit-report-services/</a>	Experian Security Freeze P.O. Box 9554 Allen, TX 75013 1-888-397-3742 <a href="http://www.experian.com/freeze/center.html">www.experian.com/freeze/center.html</a>	TransUnion Security Freeze P.O. Box 160 Woodlyn, PA 19094 1-888-909-8872 <a href="http://www.transunion.com/credit-freeze">www.transunion.com/credit-freeze</a>
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Depending on whether you request a security freeze online, by phone, or by mail, you will need to provide some or all of the following information to the credit reporting agency: (1) full name; (2) Social Security Number; (3) date of birth; (4) addresses where you have lived over the prior five years; (5) proof of current address; (6) copy of a government issued identification card; (7) copy of a Social

\* Services marked with an "\*" require an internet connection and email account and will require enrollment by parent or guardian first. Please note that when signing up for monitoring services, you may be asked to verify personal information for your own protection to confirm your identity.

Security Card, pay stub, or W2; (8) victims of identity theft must include a copy of the police report, investigative report, or complaint to a law enforcement agency concerning identity theft.


- Request Police Report: Massachusetts residents have the right to obtain any police report filed regarding this incident.

#### **For More Information**

If you have questions about this incident or need enrollment assistance, please contact the CyberScout help line at 1-888-236-0854. To speak directly with Sandhills, please contact our Compliance Officer, LaVonda Johnson, between the hours of 8:00 am to 5:00 pm Eastern time, Monday through Friday at 1-800-688-5525.

We sincerely regret that this incident occurred and apologize for any inconvenience it causes you.

Sincerely,

A handwritten signature in black ink, appearing to read "Christopher W. Dixon". The signature is stylized and cursive.

Christopher W. Dixon  
Chief Executive Officer

### Additional Information

For more information on the steps you can take to avoid identity theft, please visit:

<b>All United States (US) Residents</b>	US residents who discover their information has been misused are encouraged to file a complaint with the Federal Trade Commission (FTC). All US residents may visit the FTC at <a href="http://www.ftc.gov/idtheft">www.ftc.gov/idtheft</a> or call 877-438-4338; TTY: 1-866-653-4261.
<b>California</b>	Residents of California may visit the California Office of Privacy Protection at <a href="http://www.oag.ca.gov/privacy">www.oag.ca.gov/privacy</a> .
<b>Kentucky</b>	Residents of Kentucky may visit the Office of the Attorney General of Kentucky, 700 Capitol Avenue, Suite 118 Frankfort, Kentucky 40601, at <a href="http://www.ag.ky.gov">www.ag.ky.gov</a> or call 1-502-696-5300.
<b>Maryland</b>	Residents of Maryland may visit the Office of the Attorney General of Maryland, Consumer Protection Division 200 St. Paul Place, Baltimore, MD 21202, at <a href="http://www.oag.state.md.us/Consumer">www.oag.state.md.us/Consumer</a> or call 1-888-743-0023.
<b>New Mexico</b>	Residents of New Mexico are reminded of their rights under the federal Fair Credit Reporting Act, including the right to know what is in their file, to dispute incomplete or inaccurate information, and to have inaccurate, incomplete or unverifiable information corrected or deleted by consumer reporting agencies. More information is available at <a href="http://www.consumerfinance.gov/learnmore">www.consumerfinance.gov/learnmore</a> or by writing to: Consumer Financial Protection Bureau, 1700 G Street N.W., Washington, DC 20552.
<b>New York</b>	Residents of New York may visit the Office of the Attorney General, The Capitol, Albany, NY 12224-0341; <a href="https://ag.ny.gov/">https://ag.ny.gov/</a> or call 1-800-771-7755; and/or the State Division of Consumer Protection, One Commerce Plaza, 99 Washington Ave., Albany, NY 12231-0001, <a href="http://www.dos.ny.gov/consumerprotection">www.dos.ny.gov/consumerprotection</a> , or call 518-474-8583.
<b>North Carolina</b>	Residents of North Carolina may visit the Office of the Attorney General of North Carolina, 9001 Mail Service Center Raleigh, NC 27699-9001, <a href="http://www.ncdoj.gov">www.ncdoj.gov</a> or call 919-716-6400.
<b>Oregon</b>	Residents of Oregon may visit the Oregon Department of Justice, 1162 Court Street NE, Salem, OR 97301-4096, <a href="http://www.doj.state.or.us">www.doj.state.or.us</a> or call 877-877-9392.
<b>Rhode Island</b>	Residents of Rhode Island may visit the Office of the Attorney General, 150 South Main Street, Providence, RI 02903, <a href="http://www.riag.ri.gov">www.riag.ri.gov</a> or call 401-274-4400.
<b>South Carolina</b>	Residents of South Carolina may visit the South Carolina Department of Consumer Affairs, 293 Greystone Boulevard, Str. 400, Columbia, SC 29210, <a href="https://consumer.sc.gov/identity-theft-unit/id-theft">https://consumer.sc.gov/identity-theft-unit/id-theft</a> or call 803-734-4200.