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Return Mail Processing
PO Box 589
Claysburg, PA 16625-0589

March 25, 2021

G3325-L01-0000001 T00001 P001 *****AUTQ**MIXED AADC 159



SAMPLE A. SAMPLE - L01 PATIENT
APT ABC
123 ANY ST
ANYTOWN, ST 12345-6789



RE: Your Protected Health Information

Dear Sample A. Sample:

The Centers for Advanced Orthopaedics, LLC (CAO) is writing to advise you of an incident that may affect your protected health information. Although we are unaware of any actual or attempted misuse of your protected health information, we would like to provide you with information about the incident, steps taken since discovering the incident, and what you can do to better protect against potential harm arising from this incident, should you feel it is appropriate to do so.

On September 17, 2020, CAO identified unusual activity in an employee's email account. After discovering the unusual activity, CAO launched an investigation, with the assistance of cybersecurity experts, into the nature and scope of the incident. As part of the investigation, CAO determined that multiple employee email accounts were subject to unauthorized access between October 2019 and September 2020, and that certain emails therein were accessible to the responsible cybercriminal. Following this discovery, CAO commenced an extensive and thorough data mining effort to identify potentially affected patients.

On January 25, 2021, CAO determined that your protected health information was contained in an email accessible to the cybercriminal. This protected health information includes your name [EXTRA1]. CAO cannot confirm whether this protected health information was actually accessed or acquired by the responsible cybercriminal.

CAO takes the security of its patients' protected health information very seriously. In addition to taking the steps detailed above, CAO is reviewing its policies and procedures, assessing its security infrastructure, and implementing additional safeguards to better protect against an incident like this from happening again in the future. CAO has also provided notice of this incident to the Federal Bureau of Investigation, the U.S. Department of Health and Human Services, the consumer reporting agencies, and certain state regulators as required.

While CAO is unaware of any actual or attempted misuse of protected health information as a result of this incident, CAO is providing you with two years of complimentary credit monitoring and identity restoration services with Experian. CAO further encourages you to review your health account statements, health insurance account records, and explanation of benefits forms for suspicious activity, and report all suspicious activity to the institution that issued the record immediately. The enclosed **Steps You Can Take To Protect Your Information** contains instructions on how to enroll in the complimentary credit monitoring and identity restoration services, as well as additional information on what you can do to better protect against the possibility of identity theft and fraud, if desired.

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CAO has established a dedicated toll-free call center to answer any questions you may have. For questions, please call (866) 578-5413, Monday through Friday, between 9:00am and 11:00pm EST, and Saturday and Sunday, between 11:00am and 8:00pm EST. Be prepared to provide your engagement number B009647 when you call.

CAO sincerely regrets any inconvenience or concern this incident has caused and thank you for entrusting CAO with your care. Your support of our mission is much appreciated.

Sincerely,

A handwritten signature in black ink, appearing to read 'Nicholas Grosso', with a stylized, cursive script.

Nicholas Grosso, M.D.
President
The Centers for Advanced Orthopaedics

STEPS YOU CAN TAKE TO PROTECT YOUR INFORMATION

Enroll In Credit Monitoring: To help protect your identity, we are offering a complimentary two-year membership of Experian's® IdentityWorksSM. This product provides you with superior identity detection and resolution of identity theft. To activate your membership and start monitoring your personal information please follow the steps below:

1. Ensure that you enroll by: **June 30, 2021** (Your code will not work after this date)
2. Visit the Experian IdentityWorks website to enroll: www.experianidworks.com/credit
3. Provide your activation code: **ABCDEFGHI**

If you have questions about the product, need assistance with identity restoration or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at **(866) 578-5413** by **June 30, 2021**. Be prepared to provide engagement number **B009647** as proof of eligibility for the identity restoration services by Experian.

ADDITIONAL DETAILS REGARDING YOUR MEMBERSHIP

A credit card is **not** required for enrollment in Experian IdentityWorks. You can contact Experian **immediately** regarding any fraud issues, and have access to the following features once you enroll in Experian IdentityWorks:

- **Experian credit report at signup:** See what information is associated with your credit file. Daily credit reports are available for online members only. Offline members will be eligible to call for additional reports quarterly after enrolling.
- **Credit Monitoring:** Actively monitors Experian file for indicators of fraud.
- **Identity Restoration:** Identity Restoration agents are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARETM:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **Up to \$1 Million Identity Theft Insurance:** Provides coverage for certain costs and unauthorized electronic fund transfers. The Identity Theft Insurance is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions

If you believe there was fraudulent use of your information and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent at **(866) 578-5413**. If, after discussing your situation with an agent, it is determined that Identity Restoration support is needed, then an Experian Identity Restoration agent is available to work with you to investigate and resolve each incident of fraud that occurred. Please note that this Identity Restoration support is available to you for two years from the date of this letter and does not require any action on your part at this time.

Monitor Your Accounts: We encourage you to remain vigilant against incidents of identity theft and fraud by reviewing your account statements and monitoring your free credit reports for suspicious activity or errors.

Check Credit Reports: Under United States law, you are entitled to one free credit report annually from each of the three major credit reporting bureaus. To order your free credit report, visit www.annualcreditreport.com or call toll-free 1-877-322-8228. You may also contact the three major credit bureaus directly to request a free copy of your credit report.

Equifax
P.O. Box 740256
Atlanta, GA 30374
1-800-525-6285
www.equifax.com

Experian
P.O. Box 2002
Allen, TX 75013
1-888-397-3742
www.experian.com

Transunion
P.O. Box 2000
Chester, PA 10916
1-800-680-7289
www.transunion.com



Place A Security Freeze: You may place a security freeze on your credit reports, free of charge. 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. You will need to place a security freeze separately with each of the three major credit bureaus if you wish to place a freeze on all of your credit files. In order to request a security freeze, you will need to supply your full name, address, date of birth, Social Security number, current address, all addresses for up to five previous years, email address, a copy of your state identification card or driver's license, and a copy of a utility bill, bank or insurance statement, or other statement proving residence. To find out more on how to place a security freeze, contact the credit reporting agencies at:

Equifax
P.O. Box 105788
Atlanta, GA 30348
1-800-349-9960
www.equifax.com/personal/credit-report-services/credit-freeze/

Experian
P.O. Box 9554
Allen, TX 75013
1-888-397-3742
www.experian.com/freeze

Transunion
P.O. Box 160
Woodlyn, PA 19094
1-888-909-8872
www.transunion.com/credit-freeze

Place A Fraud Alert: At no charge, you can also have the three major credit bureaus place a "fraud alert" on your file that alerts creditors to take additional steps to verify your identity prior to granting credit in your name. Note, however, that because it tells creditors to follow certain procedures to protect you, it may also delay your ability to obtain credit while the agency verifies your identity. As soon as one credit bureau confirms your fraud alert, the others are notified to place fraud alerts on your file. Should you wish to place a fraud alert, or should you have any questions regarding your credit report, please contact the credit reporting agencies.

Review Additional Resources: If you believe you are the victim of identity theft or have reason to believe that your personal information has been misused, you should contact the Federal Trade Commission and/or your state Attorney General. You can obtain information from these sources about additional steps you can take to protect yourself against identity theft and fraud, as well as information on security freezes and fraud alerts. You can contact the Federal Trade Commission at: 600 Pennsylvania Avenue NW, Washington, DC 20580; www.identitytheft.gov; and 1-877-ID-THEFT (1-877-438-4338). Instances of known or suspected identity theft should be promptly reported to law enforcement and you have the right to file a police report if you ever experience identity theft or fraud. **For District of Columbia residents:** The Attorney General can be contacted at: 400 6th Street, NW, Washington, DC 20001; 202-727-3400; and oag@dc.gov. **For Maryland residents:** The Attorney General can be contacted at: 200 St. Paul Place, 16th Floor, Baltimore, MD 21202; 888-743-0023; and oag@oag.state.md.us. CAO is located at 6707 Democracy Blvd., Suite 504, Bethesda, MD 20817. **For North Carolina residents:** The Attorney General can be contacted at: 9001 Mail Service Center, Raleigh, North Carolina 27699; 877-566-7226; and www.ncdoj.gov. **For Virginia residents:** The Attorney General can be contacted at: 202 North Ninth Street, Richmond, Virginia, 23219; 804-786-2071; Contact@Virginia.gov.