

[Return Address Line 1] [Return Address Line 2]

[first\_name] [last\_name] [address\_1]  
[address\_2]  
[city], [state\_province] [postal\_code]

[Individual\_Notification\_Letter\_date]

Dear [Full\_Name]:

Mayo Clinic is required to participate in certain federal public health reporting programs. One such program is the National ART Surveillance System (NASS), which collects data for the Centers for Disease Control and Prevention (CDC) to monitor the safety and effectiveness of Assisted Reproductive Technology (ART) procedures in the United States. Providers such as Mayo Clinic are required to submit limited information to the CDC's vendor, Westat, for this program. We regret to inform you that Westat, experienced a breach.

### **What happened?**

Westat collects data on behalf of the CDC. Westat uses software called MOVEit Transfer, which organizations widely use to securely transfer files between organizations. On May 30, 2023, Westat detected unusual activity occurring in its MOVEit environment and immediately took additional security measures.

With the assistance of third-party forensic specialists, Westat conducted an investigation to determine the nature and extent of the unusual activity. The investigation showed that an unauthorized third-party accessed Westat's MOVEit environment between May 28 and May 29, 2023, and exfiltrated data that was passed to Westat by participants in the NASS program. On November 30, 2023, Westat informed Mayo Clinic that the incident affected a limited amount of Mayo Clinic data from patients whose information was part of this reporting. Mayo Clinic began working to identify the patients whose information had been submitted to Westat.

### **What Information Was Involved?**

The information provided to Westat included your date of birth, sex, ethnicity, race, geographic information, clinic identifiers, and extensive reproductive health information collected during your visit to Mayo Clinic's ART clinic. Importantly, it did not include your name, medical record number, Social Security number, or financial information.

### **What is Westat Doing?**

Since discovering this incident, Westat launched an extensive investigation, working with third-party specialists to assess the security of relevant systems and reduce the likelihood of a similar future incident. Westat is also working to review its existing policies and procedures and to implement additional administrative and technical safeguards to further secure its systems. Westat notified federal law enforcement of this incident.

### **What is Mayo Clinic Doing?**

Mayo Clinic is strongly committed to protecting the privacy of its patients. Upon receiving notice of the incident from Westat, Mayo Clinic took immediate action to assess the impact to our patients and to ensure that Westat was appropriately responding to the incident. Mayo Clinic will notify the U.S. Department of Health and Human Services and other state regulators, as required.

### **What Can You Do?**

You are encouraged to remain vigilant against incidents of identity theft by reviewing your account statements and explanations of benefits for unusual activity. Any suspicious activity should be reported to the appropriate insurance company, healthcare provider, or financial institution.

### **For More Information**

Your privacy is of utmost importance to us, and we deeply regret that this incident occurred and any concern it may cause you. If you have questions, please call our dedicated call center at 844-681-7087 or 507-266-6286, Monday through Friday between 8:00 a.m. and 5:00 p.m. Central Time, or email us at [PRIVACYOFFICE@mayo.edu](mailto:PRIVACYOFFICE@mayo.edu).

Sincerely,

A handwritten signature in black ink, appearing to read "John Signorino". The signature is fluid and cursive, with the first name "John" and last name "Signorino" clearly legible.

John Signorino  
Mayo Clinic Privacy Office

## GENERAL INFORMATION ABOUT IDENTITY THEFT PROTECTION

You should remain vigilant for incidents of fraud and identity theft by reviewing credit card account statements and monitoring your credit report for unauthorized activity.

**Credit Reports.** Under federal law, you are entitled to one free copy of your credit report every 12 months from each of the three nationwide credit reporting agencies. You may obtain a free copy of your credit report by going to [www.AnnualCreditReport.com](http://www.AnnualCreditReport.com) or by calling (877) 322-8228. You also may complete the Annual Credit Report Request Form available from the FTC at [www.consumer.ftc.gov/articles/pdf-0093-annual-report-request-form.pdf](http://www.consumer.ftc.gov/articles/pdf-0093-annual-report-request-form.pdf), and mail it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281.

### You may contact the nationwide credit reporting agencies at:

Equifax	Experian	TransUnion
P.O. Box 105788 Atlanta, GA 30348 <a href="http://www.equifax.com">www.equifax.com</a> (800) 525-6285	P.O. Box 9554 Allen, TX 75013 <a href="http://www.experian.com">www.experian.com</a> (888) 397-3742	P.O. Box 2000 Chester, PA 19016 <a href="http://www.transunion.com">www.transunion.com</a> (800) 916-8800

**Fraud Alert.** You may place a fraud alert in your file by calling one of the three nationwide credit reporting agencies above. A fraud alert tells creditors to follow certain procedures, including contacting you before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit.

**Credit Freezes (for Non-Massachusetts Residents):** You may have the right to put a credit freeze, also known as a security freeze, on your credit file, so that no new credit can be opened in your name without the use of a PIN number that is issued to you when you initiate a freeze. A credit freeze is designed to prevent potential credit grantors from accessing your credit report without your consent. If you place a credit freeze, potential creditors and other third parties will not be able to get access to your credit report unless you temporarily lift the freeze. Therefore, using a credit freeze may delay your ability to obtain credit. *Unlike a fraud alert, you must separately place a credit freeze on your credit file at each credit reporting company.* Since the instructions for how to establish a credit freeze differ from state to state, please contact the three major credit reporting companies as indicated above.

You can obtain more information about fraud alerts and credit freezes by contacting the FTC or one of the national credit reporting agencies listed above.

**Credit Freezes (for Massachusetts Residents):** Massachusetts law gives you the right to place a security freeze on your consumer reports. A security freeze is designed to prevent credit, loans and services from being approved without your consent. Using a security freeze, however, may delay your ability to obtain credit. You may request that a freeze be placed on your credit report by sending a request to a credit reporting agency by certified mail, overnight mail or regular stamped mail to the respective address indicated above.

*Unlike a fraud alert, you must separately place a credit freeze on your credit file at each credit reporting company.* The following information should be included when requesting a security freeze (documentation for you and your spouse must be submitted when freezing a spouse's credit report): full name, with middle initial and any suffixes; Social Security number; date of birth (month, day and year); current address and previous addresses for the past five (5) years; and applicable fee (if any) or incident report or complaint with a law enforcement agency or the Department of Motor Vehicles. The request should also include a copy of a government-issued identification card, such as a driver's license, state or military I.D. card, and a copy of a utility bill, bank or insurance statement. Each copy should be legible, display your name and current mailing address, and the date of issue (statement dates must be recent). Pursuant to federal law, you cannot be charged to place or lift a credit freeze on your credit report.

**You may contact the Federal Trade Commission (FTC) and State Attorneys General Offices.** If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should contact the FTC and/or your state's attorney general office about for information on how to prevent or avoid identity theft. You can contact the FTC at: **Federal Trade Commission**, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20508, [www.ftc.gov](http://www.ftc.gov), 1-877-IDTHEFT (438-4338).

**If you are a Connecticut resident**, you may contact and obtain information from your state attorney general at: Connecticut Attorney General's Office, 165 Capitol Ave, Hartford, CT 06106, 1-860-808-5318, [www.ct.gov/ag](http://www.ct.gov/ag).

**If you are a District of Columbia resident**, you may contact and obtain information from your attorney general at: Office of the Attorney General for the District of Columbia, 441 4th Street, NW, Washington, DC 20001, 1-202-727-3400, [www.oag.dc.gov](http://www.oag.dc.gov).

**If you are an Iowa resident**, state law advises you to report any suspected identity theft to law enforcement or to the Iowa Attorney General, Consumer Protection Division, 1305 E. Walnut St., Des Moines, IA 50319, 1-888-777-4590.

**If you are a Kentucky resident**, you can obtain information about steps you may take to avoid identity theft from following sources: the FTC (see contact information above), the major consumer credit reporting agencies (see contact information above), and the Office of the Kentucky Attorney General: 700 Capital Avenue, Suite 118, Frankfort, KY 40601-3449, [www.ag.ky.gov](http://www.ag.ky.gov), 1-888- 432-9257.

**If you are a Maryland resident**, you can contact the Maryland Office of the Attorney General, Consumer Protection Division at: 200 St. Paul Place, Baltimore, MD 21202, [www.marylandattorneygeneral.gov](http://www.marylandattorneygeneral.gov), 1-888-743-0023.

**If you are a Massachusetts resident**, under Massachusetts law, you have the right to obtain any police report filed in regard to this incident. You also have the right to request a security freeze, as described above. You may contact and obtain information from your state attorney general at: Office of the Massachusetts Attorney General, One Ashburton Place, Boston, MA 02108, 1-617-727-8400, [www.mass.gov/contact-the-attorney-generals-office](http://www.mass.gov/contact-the-attorney-generals-office).

**If you are a New Mexico resident**, you have certain rights pursuant to the federal Fair Credit Reporting Act (FCRA). For more information about the FCRA, please visit [www.ftc.gov/legal-library/browse/statutes/fair-credit-reporting-act](http://www.ftc.gov/legal-library/browse/statutes/fair-credit-reporting-act) or [www.ftc.gov](http://www.ftc.gov).

**If you are a New York resident**, you can contact the New York Office of the Attorney General at [www.ag.ny.gov](http://www.ag.ny.gov), 1-800-771-7755; the New York Department of State, [www.dos.ny.gov](http://www.dos.ny.gov), 1-800-697-1220; and the New York Division of State Police, [www.ny.gov/agencies/division-state-police](http://www.ny.gov/agencies/division-state-police), (914) 834-9111.

**If you are a North Carolina resident**, you can contact the North Carolina Office of the Attorney General, Consumer Protection Division at: 9001 Mail Service Center, Raleigh, NC 27699-9001, <https://ncdoj.gov>, 1-877-566-7226.

**If you are an Oregon resident**, state law advises you to report any suspected identity theft to law enforcement or to the FTC.

**If you are a Rhode Island resident**, you have the right to obtain a police report. You also have the right to request a security freeze, as described above. You can also contact the Office of the Attorney General at: Rhode Island Office of the Attorney General, 150 South Main Street, Providence, RI 02903, <http://www.riag.ri.gov>, (401) 274-4400 or file a police report by contacting (401) 444-1000.

**If you are a West Virginia resident**, you have the right to ask that nationwide consumer reporting agencies place "fraud alerts" in your file to let potential creditors and others know that you may be a victim of identity theft, as described above. You also have a right to place a security freeze on your credit report, as described above.