

23522

Logo/Mowery Clinic

To Enroll, Please Call:
(833) 608-3035
Or Visit:
<https://response.idx.us/infomoweryclinic>
Enrollment Code: [XXXXXXXXXX]

<<Return Address>>
<<City>>, <<State>> <<Zip>>

<<First Name>> <<Last Name>>
<<Address1>> <<Address2>>
<<City>>, <<State>> <<Zip>>

<<Date>>

Notice of Data Breach

Dear <<First Name>> <<Last Name>>,

As a current or former patient of Mowery Clinic of Salina, Kansas, we are notifying you of a data incident that may have involved your protected health information and personal information.

What Happened

On September 14, 2021, Mowery Clinic learned it was the victim of a sophisticated cybersecurity attack. We promptly took steps to secure our network and engaged a third-party cybersecurity firm to conduct a forensic investigation into the cause and scope of the attack. The investigation determined that an unauthorized individual had gained access to our network. The individual did not access Mowery Clinic's electronic medical records application; however, the individual deployed malware and accessed or acquired certain documents in our systems that contain patient information.

What Information Was Involved

This information may have included the following: name, address, date of birth, medical information such as office notes and diagnostic reports and, in limited circumstances, a Social Security Number. At this time, we have no indication that any of your information has been used to commit identity theft or fraud.

What We Are Doing

Mowery Clinic endeavors to protect the privacy and security of patient information. We are working diligently to determine how this incident happened and taking appropriate measures to prevent a similar situation in the future.

What You Can Do

As with any data incident, we recommend that you remain vigilant and consider taking steps to avoid identity theft, obtain additional information, and protect your personal information. We have included a list of suggested measures at the end of this letter.

As an additional safeguard, we are offering free identity theft protection services through IDX, the data breach and recovery services expert. IDX identity protection services include: 24 months of credit (adults only) and CyberScan monitoring, a \$1,000,000 insurance reimbursement policy, and fully managed id theft recovery services. With this protection, IDX will help you resolve issues if your identity is compromised.

We encourage you to contact IDX with any questions and to enroll in the free identity protection services by calling (833) 608-3035 or going to <https://response.idx.us/infomoweryclinic> and using the Enrollment Code provided above. IDX

representatives have been fully versed on the incident and can answer questions you may have regarding protection of your personal information. Representatives are available Monday through Friday from 8 am - 8 pm Central Time.

Please note the deadline to enroll is February 3, 2022. You must enroll to receive this service. You will find detailed instructions for enrollment on the enclosed Recommended Steps document. Also, you will need to reference the enrollment code at the top of this letter when calling or enrolling online, so please do not discard this letter.

For More Information

We apologize for any concern this incident may cause you. Please call (833) 608-3035 or go to <https://response.idx.us/infomoweryclinic> for assistance or for any additional questions you may have.

Sincerely,

Jennifer VonLintel
Administrator
Mowery Clinic

(Enclosure)



Recommended Steps to Help Protect Your Information

1. Website and Enrollment. Go to <https://response.idx.us/infomoweryclinic> and follow the instructions for enrollment using your Enrollment Code provided at the top of the letter.

Activate the credit monitoring provided as part of your IDX identity protection membership. The monitoring included in the membership must be activated to be effective. Note: You must have established credit and access to a computer and the internet to use this service. If you need assistance, IDX will be able to assist you.

Telephone. Contact IDX at (833) 608-3035 to gain additional information about this event and speak with knowledgeable representatives about the appropriate steps to take to protect your credit identity.

2. Review your credit reports. We recommend that you remain vigilant by reviewing account statements and monitoring credit reports. Under federal law, you also are entitled every 12 months to one free copy of your credit report from each of the three major credit reporting companies. To obtain a free annual credit report, go to www.annualcreditreport.com or call 1-877-322-8228. You may wish to stagger your requests so that you receive a free report by one of the three credit bureaus every four months.

If you discover any suspicious items and have enrolled in IDX identity protection, notify them immediately by calling or by logging into the IDX website and filing a request for help.

If you file a request for help or report suspicious activity, you will be contacted by a member of our ID Care team who will help you determine the cause of the suspicious items. In the unlikely event that you fall victim to identity theft as a consequence of this incident, you will be assigned an ID Care Specialist who will work on your behalf to identify, stop and reverse the damage quickly.

You should also know that you have the right to file a police report if you ever experience identity fraud. Please note that in order to file a crime report or incident report with law enforcement for identity theft, you will likely need to provide some kind of proof that you have been a victim. A police report is often required to dispute fraudulent items. You can report suspected incidents of identity theft to local law enforcement or to the Attorney General.

3. Place Fraud Alerts with the three credit bureaus. If you choose to place a fraud alert, we recommend you do this after activating your credit monitoring. You can place a fraud alert at one of the three major credit bureaus by phone and also via Experian's or Equifax's website. 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. The contact information for all three bureaus is as follows:

Credit Bureaus

Equifax Fraud Reporting
1-866-349-5191
P.O. Box 105069
Atlanta, GA 30348-5069
www.equifax.com

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

TransUnion Fraud Reporting
1-800-680-7289
P.O. Box 2000
Chester, PA 19022-2000
www.transunion.com

It is necessary to contact only ONE of these bureaus and use only ONE of these methods. As soon as one of the three bureaus confirms your fraud alert, the others are notified to place alerts on their records as well. You will receive confirmation letters in the mail and will then be able to order all three credit reports, free of charge, for your review. An initial fraud alert will last for one year.

Please Note: No one is allowed to place a fraud alert on your credit report except you.

4. Security Freeze. By placing a security freeze, someone who fraudulently acquires your personal identifying information will not be able to use that information to open new accounts or borrow money in your name. Keep in mind that when you place the freeze, you will not be able to borrow money, obtain instant credit, or get a new credit card until you temporarily lift or permanently remove the freeze. There is no cost to freeze or unfreeze your credit files.

To place a security freeze on your credit report, you must send a written request to each of the three major consumer reporting agencies by regular, certified or overnight mail at the addresses below or, if available, comply with the consumer reporting agencies' online security freeze request procedures:

Equifax Security Freeze

1-888-298-0045
P.O. Box 105788
Atlanta, GA 30348
www.equifax.com

Experian Security Freeze

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

Trans Union Security Freeze

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

In order to request a security freeze, you may need to provide the following information:

- a) Your full name (including middle initial as well as Jr., Sr., II, III, etc.);
- b) Social Security Number;
- c) Date of birth;
- d) If you have moved in the past five (5) years, provide the addresses where you have lived over the prior five years;
- e) Proof of current address such as a current utility bill or telephone bill;
- f) A legible photocopy of a government issued identification card (state driver's license or ID card, military identification, etc.); and
- g) If you are a victim of identity theft, include a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft.

The credit reporting agencies have three (3) business days after receiving your request to place a security freeze on your credit report. The credit bureaus must also send written confirmation to you within five (5) business days and provide you with a unique personal identification number (PIN) or password, or both that can be used by you to authorize the removal or lifting of the security freeze.

To lift the security freeze in order to allow a specific entity or individual access to your credit report, you must call or send a written request to the credit reporting agencies by mail or, if available, comply with the consumer reporting agencies' online procedures for lifting a security freeze, and include proper identification (name, address, and social security number) and the PIN number or password provided to you when you placed the security freeze as well as the identities of those entities or individuals you would like to receive your credit report or the specific period of time you want the credit report available. The credit reporting agencies have three (3) business days after receiving your request to lift the security freeze for those identified entities or for the specified period of time.

To remove the security freeze, you must send a written request to each of the three credit bureaus by mail or, if available, comply with the consumer reporting agencies' online procedures for removing a security freeze, and include proper identification (name, address, and social security number) and the PIN number or password provided to you when you placed the security freeze. The credit bureaus have three (3) business days after receiving your request to remove the security freeze.

5. Your Rights Under the Fair Credit Reporting Act. The Fair Credit Reporting Act (FCRA) establishes procedures to correct mistakes on your credit record and requires that your record be made available only for certain legitimate business needs. Under the FCRA, both the credit bureau and the organization that provided the information to the credit

bureau (the "information provider"), such as a bank or credit card company, are responsible for correcting inaccurate or incomplete information in your report. Your major rights under the FCRA are summarized below.

- You must be told if information in your file has been used against you.
- You have the right to know what is in your file.
- You have the right to ask for a credit score.
- You have the right to dispute incomplete or inaccurate information.
- Consumer reporting agencies must correct or delete inaccurate, incomplete, or unverifiable information.
- Consumer reporting agencies may not report outdated negative information.
- Access to your file is limited.
- You must give your consent for reports to be provided to employers.
- You may limit "prescreened" offers of credit and insurance you get based on information in your credit report.
- You have a right to place a "security freeze" on your credit report, which will prohibit a consumer reporting agency from releasing information in your credit report without your express authorization.
- You may seek damages from violators.
- Identity theft victims and active-duty military personnel have additional rights.

To protect your rights under the law, contact both the credit bureau and the information provider. For additional information, visit www.consumerfinance.gov/learnmore or write to: Consumer Financial Protection Bureau, 1700 G Street NW, Washington, DC 20552.

6. You can obtain **additional information** about the steps you can take to avoid identity theft from the following agencies. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them.

Identity Theft Clearinghouse, Federal Trade Commission, 600 Pennsylvania Avenue, NW Washington, DC 20580, www.consumer.gov/idtheft, 1-877-IDTHEFT (438-4338), TTY: 1-866-653-4261.

For information on Medical Identity Theft, please see the Federal Trade Commission (FTC) brochure, Medical Identity Theft (consumer.ftc.gov/articles/0171-medical-identity-theft).

Residents of California: Visit the California Office of Privacy Protection (www.oag.ca.gov/privacy) for additional information on protection against identity theft.