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SAMPLE A SAMPLE - L01 ADULTS  
APT ABC  
123 ANY STREET  
ANYTOWN, ST 12345-6789



## **RE: Notice of Data Breach - 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.

**What Happened?** On September 11, 2021, CAO identified unusual activity on its computer system within its former Robinwood Division. 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 an unauthorized user had gained entry into Robinwood's network on September 10 and accessed certain patient information. Following this discovery, CAO commenced an extensive and thorough data mining effort to identify potentially affected patients.

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

As a result of that endeavor, CAO determined that your protected health information was compromised. This protected health information includes information commonly found in medical records, such as, your full name, address, date of birth, patient account number, diagnoses and treatment, medical history, and similar information found in a medical chart, and may include other information such as copies of driver's licenses, health insurance information, and Social Security numbers, [Extra1], [Extra2]. CAO cannot confirm whether this protected health information was actually accessed or acquired by the unauthorized user.

### **What We Are Doing.**

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 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 (2) years of complimentary credit monitoring and identity restoration services with Experian IdentityWorks.

### **What You Can Do.**

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.



**For More Information.**

CAO has established a dedicated toll-free call center to answer any questions you may have. For questions, please (877) 776-1114 toll-free, Monday through Friday, 8 am—10 pm CST and Saturday and Sunday, 10 am—7 pm CST (excluding major U.S. holidays). Be prepared to provide your engagement number B046058.

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 "Renita Bean", with a long horizontal flourish extending to the right.

Renita Bean, MHA, MBA, CHC  
Chief Compliance Officer/Privacy Officer

## STEPS YOU CAN TAKE TO PROTECT YOUR INFORMATION

### **Enroll In Credit Monitoring:**

Although we do not have any reason to believe your protected health information is being misused, To help protect your identity, we are offering complimentary access to Experian IdentityWorks<sup>SM</sup> for 2 years.. If you believe there was fraudulent use of your information as a result of this incident and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent. 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 from the date of the incident (including, as appropriate, helping you with contacting credit grantors to dispute charges and close accounts; assisting you in placing a freeze on your credit file with the three major credit bureaus; and assisting you with contacting government agencies to help restore your identity to its proper condition).

Please note that Identity Restoration is available to you for 2 years from the date of this letter and does not require any action on your part at this time. The Terms and Conditions for this offer are located at [www.ExperianIDWorks.com/restoration](http://www.ExperianIDWorks.com/restoration).

While identity restoration assistance is immediately available to you, we also encourage you to activate the fraud detection tools available through Experian IdentityWorks as a complimentary 2-year membership. This product provides you with superior identity detection and resolution of identity theft. To start monitoring your personal information, please follow the steps below:

- Ensure that you **enroll by** July 31, 2022 (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: [www.experianidworks.com/credit](http://www.experianidworks.com/credit)
- Provide your **activation code: ABCDEFGHI**

If you have questions about the product, need assistance with Identity Restoration that arose as a result of this incident or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at (877) 776-1114 by July 31, 2022. Be prepared to provide engagement number B046058 as proof of eligibility for the Identity Restoration services by Experian.

### **ADDITIONAL DETAILS REGARDING YOUR 2 YEAR EXPERIAN IDENTITYWORKS 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.\*
- **Credit Monitoring:** Actively monitors Experian file for indicators of fraud.
- **Identity Restoration:** Identity Restoration specialists are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARE<sup>TM</sup>:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **\$1 Million Identity Theft Insurance<sup>\*\*</sup>:** Provides coverage for certain costs and unauthorized electronic fund transfers.

\* Offline members will be eligible to call for additional reports quarterly after enrolling.

\*\* 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.

**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](http://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](http://www.equifax.com)

Experian  
P.O. Box 2002  
Allen, TX 75013  
1-888-397-3742  
[www.experian.com](http://www.experian.com)

Transunion  
P.O. Box 2000  
Chester, PA 10916  
1-800-680-7289  
[www.transunion.com](http://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/](http://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](http://www.experian.com/freeze)

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

- **District of Columbia residents:** The Attorney General can be contacted at: 400 6<sup>th</sup> Street, NW, Washington, D.C., 20001, (202) 727-3400.
- **Georgia residents:** Georgia Consumers Have the Right to Obtain a Security Freeze. 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. A security freeze must be requested in writing by certified mail or by electronic means as provided by a consumer reporting agency. The security freeze is designed to prevent credit, loans, and services from being approved in your name without your consent. If you are actively seeking a new credit, loan, utility, telephone, or insurance account, you should understand that the procedures involved in lifting a security freeze may slow your applications for credit. You should plan ahead and lift a freeze in advance of actually applying for new credit. When you place a security freeze on your credit report, you will be provided a personal identification number or password to use if you choose to remove the freeze on your credit report or authorize the release of your credit report for a period of

time after the freeze is in place. To provide that authorization you must contact the consumer reporting agency and provide all of the following: (1) the personal identification number or password; (2) proper identification to verify your identify; and (3) the proper information regarding the period of time for which the report shall be made available.

A consumer reporting agency must authorize the release of your credit report no later than fifteen (15) minutes after receiving the above information if the request is by electronic means or by telephone, or no later than three business days when a written request is submitted. A security freeze does not apply to a person or entity, or collection agencies acting on behalf of the person or entity, with which you have an existing account that requests information in your credit report for the purposes of reviewing or collecting the account. Reviewing the account includes activities relate to account maintenance. You have a right to bring civil action against anyone, including a consumer reporting agency, who improperly obtains access to a file, knowingly or willfully misuses file data, or fails to correct inaccurate file data. Unless you are a victim of identity theft with a police report or other official document acceptable to a consumer reporting agency to verify the crimes, or you are 65 or older, a consumer reporting agency has the right to charge you a fee of no more than \$3.00 to place a freeze on your credit report.

- **Maryland residents:** The Attorney General can be contacted at: 200 St. Paul Place, Baltimore, MD, 21202; 1-888-743-0023; [www.marylandattorneygeneral.gov](http://www.marylandattorneygeneral.gov).
- **New York residents:** The Attorney General can be contacted at: Office of the Attorney General, The Capitol, Albany, New York 12224-0341; 1-800-771-7755; <https://ag.ny.gov>
- **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](http://www.ncdoj.gov).



