

STREFF ASSOCIATES, LLC

132 Great Rd. Suite 200
Stow, MA 01775-1189
Ph. 978-263-0439 Fax 978-897-0596

5 18 2022

(Client information and address redacted)

Re: Personal Information of (client name)

Dear (client name),

On 5/1/22 Streff Associates became aware of a possible accidental breach of your personal health information. This incident involved the information for 4 individuals. We have identified the date of information leakage to be 5/1/22. We are notifying affected individuals in as timely a manner as possible so you can take swift personal action along with our organization's efforts to reduce or eliminate potential harm. The investigation of this incident is complete at this time.

The incident involving protected health information was an accidental transmission of an email containing images of the patient registration form (which includes name, address, phone number, health insurance number, initial diagnostic code, date of first appointment, possibly credit card information) and possibly an image of the client's health insurance card to an incorrect email address due to a typographical error. We have sent subsequent emails to the erroneous address requesting that any emails received be destroyed. We have also contacted the email service provider who has confirmed that though the address in question was an actual address, it appears to be dormant and has been "unused for a very long time". There is a very high probability that the mistaken emails have never been opened or seen, and thus the level of potential risk is very low. However, Streff Associates takes information security very seriously and has taken several steps to strengthen the safeguards on information including:

- Reviewing and updating our WISP (written Information Security Protocols)
- Implementing military level encryption email services
- We have investigated, reviewed, and resolved the issue that lead to the accidental misdirection of information with appropriate staff members
- Reviewing, updating and clarifying information security procedures with all of our associates
- Making the required report to the Massachusetts Attorney General's Office about the issue
- Making the required report to the Massachusetts Consumer Protection Board about the issue

Furthermore, to help protect your identity, Streff Associates is offering a complimentary 24 month 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:

- Ensure that you **enroll by: 8/31/22** (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: <https://www.experianandworks.com/3bcredit>
- Provide your **activation code:** (activation code redacted)

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 [800 890 9332](tel:8008909332) by **8/31/22**. Be prepared to provide engagement number# _____ as proof of eligibility for the identity restoration services by Experian.

ADDITIONAL DETAILS REGARDING YOUR {24-MONTH} 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, Equifax and Transunion files 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™:** 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.

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 [800 890 9332](tel:8008909332). 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 (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 this Identity Restoration support is available to you for 24 months 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. You will also find self help tips and information about identity protection at this site.

You may also wish to

- Register a fraud alert with the three credit bureaus listed here; and order credit reports:
Experian: (888) 397 3742; www.experian.com; PO Box 9532, Allen, TX 75013
TransUnion: (800) 680 7289; www.transunion.com; Fraud Victim Assistance Division,
PO Box 6790, Fullerton, CA 92834 6790
Equifax: (800)525 6285; www.equifax.com; PO 740241, Atlanta, GA 30374 0241
- Monitor account statements, EOBs, and credit bureau reports closely
- Contact the Consumer Protection Agency [Sample Google search for appropriate state: “consumer protection agency Illinois”]
- If you receive confirmation that your information has been misused, notify law enforcement to assist the investigation by filing a police report with your local police department, seek guidance from the Massachusetts Attorney General’s office (www.mass.gov/orgs/office_of_attorney_general_maura_healy or call 617/727~8400)
 - Access helpful Web links to learn additional information on consumer protection when personal information is compromised. For example, include AHIMA’s Medical Identity Theft Response Checklist for Consumers: http://library.ahima.org/xpedio/groups/public/documents/ahima/bok1_039114.pdf

Streff Associates sincerely apologizes for any inconvenience and concern this incident causes you. Your information privacy is very important to us and we will continue to do everything we can to correct this situation and fortify our operational protections for you and others.

You may contact us with questions and concerns in the following ways:

Call:

Director Chris Marobella, LICSW 978 263 0439 ext 5,
Daiana daCosta, LMHC 978 263 708

Email:

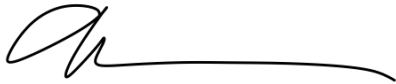
Director Chris Marobella, LICSW at cjm@streffassociates.com
Daiana daCosta, LMHC at ddc@streffassociates.com

Or send mail to:

Streff Associates

132 Great Rd, Ste 200
Stow, MA 01775 1189

Sincerely,

A handwritten signature in black ink, appearing to read 'Chris Marobella', followed by a long horizontal line extending to the right.

Chris Marobella, LICSW
Director
Streff Associates