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Lydia Conley PRESIDENT / CEO  
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ASSOCIATION  
FOR BEHAVIORAL  
HEALTHCARE

[Date]

[Name]  
[Address 1]  
[Address 2]

Re: Notice of Data Breach

Dear [Name]:

The Association for Behavioral Healthcare, Inc. (“ABH”) is formally contacting you about a security incident potentially affecting your personal information. As you are already aware, certain of your personal information, may have been subject to compromise in an attack on our email systems and an attempt to commit payroll fraud. As a result, and out of an abundance of caution, ABH is formally notifying you of this incident and offering you credit monitoring services at no cost.

### **What Happened**

On June 6, 2022, an ABH employee reported a payroll issue. On that same day, ABH investigated the issue and determined that attackers were partially successful in an attempt at committing multiple instances of payroll fraud.

### **What Information Was Involved**

Following the incident, ABH reviewed the online portal and email accounts that were subject to compromise to determine the scope of any information affected. It was discovered that the following elements of personal information, Social Security number and driver’s license number, which were potentially visible in the email inboxes or payroll portal, might have been exposed for the affected employees. While there is no evidence that this information was directly accessed or misused, we wanted to make you formally aware of the incident, our efforts to safeguard your personal information, and resources you may use to protect yourself.

### **What We Are Doing**

As you already know through your assistance during our investigation, we took immediate steps upon the discovery of the incident to terminate the attack and prevent future attacks, such as implementing additional training, updating training materials, password resets, and multi-factor authentication for email. We have attached instructions to this letter, which includes information on further steps you can take to protect yourself against identity theft and fraud. We are also offering you credit monitoring services at no cost.

### **What You Can Do**

We recommend that you remain vigilant and review your account statements and credit reports regularly, and report any concerning transactions to your financial services provider. Please

contact Ellen Caliendo at [ecaliendo@abhmass.org](mailto:ecaliendo@abhmass.org) or 351.203.8316 for information about obtaining your 24 months of credit monitoring services at no cost to you. If you have any questions regarding this incident, please contact me at [lconley@abhmass.org](mailto:lconley@abhmass.org) or 857.371.2502 from 9:00 am to 5:00 pm Monday through Friday, EST.

We sincerely apologize for any inconvenience or concern this situation may cause. Again, we want to reassure you that we have taken steps to improve the security of our information systems.

Sincerely,

Lydia Conley

### **Additional Information and U.S. State Notification Requirements**

There are a number of steps you should consider to guard against identity theft.

**Review Your Account Statements and Credit Report:** It is recommended that you remain vigilant for incidents of fraud and identity theft by regularly reviewing your account statements and monitoring your credit reports. Report any fraudulent transactions to the creditor or credit reporting agency from whom you received the statement or report. You may obtain a free copy of your credit report from each credit reporting agency once every 12 months, whether or not you suspect any unauthorized activity on your account, by visiting <https://www.annualcreditreport.com>, calling toll-free 877-322-8228, or by completing an Annual Credit Report Request Form available at that website and mailing it to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281. You may also purchase a copy of your credit report at any time by contacting any one or more of the national credit reporting agencies listed below.

#### **Equifax**

P.O. Box 740241  
Atlanta, Georgia 30374  
[www.equifax.com](http://www.equifax.com)  
1-800-685-1111 Credit Reports  
Reports  
1-888-766-0008 Fraud Alert  
Alert  
1-800-685-1111 Security Freeze  
Freeze

#### **Experian**

P.O. Box 2002  
Allen, TX 75013  
[www.experian.com](http://www.experian.com)  
1-888-397-3742 Credit Reports  
1-888-397-3742 Fraud Alert  
1-888-397-3742 Security Freeze

#### **TransUnion (FVAD)**

P.O. Box 105281  
Atlanta, GA 30348-5281  
[www.transunion.com](http://www.transunion.com)  
1-800-888-4213 Credit  
1-800-680-7289 Fraud  
1-800-680-7289 Security

**Federal Trade Commission (FTC) and State Resources:** General guidance on protecting yourself from identify theft is available from the Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Ave. NW, Washington D.C. 20580, by phone at 877-ID-THEFT (438-4338), and/or from the FTC website at <http://www.ftc.gov/bcp/edu/microsites/idtheft>. In many states, additional information is also available from your state's Attorney General's Office.

**Fraud Alerts and Security Freezes:** You may obtain information about fraud alerts and security freezes (also referred to as credit freezes), including how to place a fraud alert or security freeze, from the Federal Trade Commission or credit reporting agencies at the contact information provided above. However, be aware that a fraud alert or security freeze may interfere with or delay legitimate requests for credit approval. You'll need to supply your name, address, date of birth, Social Security number and other personal information in order to place a security freeze on your credit.

#### For residents of Massachusetts:

State law advises you that you have the right to obtain a police report. You also will not be charged for seeking a security freeze, as described above in this document.

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#### For residents of Rhode Island:

To contact the Rhode Island Attorney General; (401) 274-4400 or check <http://www.riag.ri.gov/home/ContactUs.php>

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#### For residents of Iowa:

State law advises you to report any suspected identity theft to law enforcement or to the Attorney General.

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#### For residents of Oregon:

State law advises you to report any suspected identity theft to law enforcement, as well as the FTC.

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#### For residents of Maryland and North Carolina:

You can obtain information from the Maryland and North Carolina Offices of the Attorney General about steps you can take to avoid identity theft.

#### **Maryland Office of the Attorney General**

Consumer Protection Division  
200 St. Paul Place  
Baltimore, MD 21202  
1-888-743-0023  
[www.oag.state.md.us](http://www.oag.state.md.us)

#### **North Carolina Office of the Attorney General**

Consumer Protection Division  
9001 Mail Service Center  
Raleigh, NC 27699-9001  
1-877-566-7226  
[www.ncdoj.com](http://www.ncdoj.com)