



July 19, 2022

Notice of Data BreachDear ,

Goodman Campbell Brain and Spine is writing to notify you of a cyber incident involving your personal information. The privacy and security of your information is important to us and we want to provide you with information and resources you can use to protect your information.

On May 20, 2022 we became aware that our computer network and communications systems had been compromised through a sophisticated ransomware attack. Upon learning of the attack, we immediately took steps to secure our systems and engage a forensic analysis and incident response firm to help us restore our affected systems, recover data, and eradicate any malicious activity from our systems. We also notified the FBI cybercrimes division and worked with their ransomware experts on this incident. Our investigation subsequently determined that an unauthorized third party acquired information from our systems, including information regarding our patients and employees.

Though we are not able to verify the full nature and extent of personal information that was compromised, we do know that the information accessed by the attacker included medical, financial, and demographic information relating to our patients. Notably, the attacker did not access our electronic medical record system, but was able to access patient information and records in other locations on our internal network, such as appointment schedules, referral forms, and insurance eligibility documentation. The information impacted may include: name, date of birth, address, telephone number, email addresses, medical record number, patient account number, diagnosis and treatment information, physician name, insurance information, date(s) of service, and Social Security number.

While we have no indication that the information of any impacted individuals has been used inappropriately as a result of this incident, we do know that some information acquired by the attacker was made available for approximately 10 days on the Dark Web, which is a portion of the internet that cannot be found by search engines and is not viewable in a standard web browser and is commonly used in these types of attacks.

We take the privacy and security of information entrusted to us seriously and we deeply regret that this attack on our systems occurred. We took several steps to mitigate the impact of the incident, including conducting an investigation with the assistance of IT specialists, confirming the security of our internal network and systems and implementing new monitoring solutions to protect against future cyber attacks.

As a result of the attack, we are offering complimentary credit monitoring services for any individuals potentially impacted by this incident. If you wish to receive these services, instructions on how to enroll in these services are included in this letter, along with additional information regarding the resources available to you, and the steps that you can take to further protect your personal information. We recommend you remain vigilant by reviewing account statements and monitoring free credit reports and promptly report any suspicious activity or suspected identity theft to law enforcement authorities.

Finally, on behalf of all of us at Goodman Campbell Brain and Spine, we want to offer you our sincere apologies for any inconvenience this incident may cause you. We value the trust you place in us and take seriously our role in safeguarding your personal information.

If you have any questions or need assistance, please call us at 1-866-984-3033 between the hours of 9:00 am and 7:00 pm (EDT) Monday through Friday.

Sincerely,

Derek Cantrell

Derek Cantrell, Executive Director
On behalf of Goodman Campbell Brain and Spine

Additional Information

Credit Monitoring: In response to the incident, we are providing you with access to Single Bureau Credit Monitoring/Single Bureau Credit Report/Single Bureau Credit Score* services at no charge. These services provide you with alerts for twenty-four months from the date of enrollment when changes occur to your credit file. This notification is sent to you the same day that the change or update takes place with the bureau. These services will be provided by Cyberscout through Identity Force, a company specializing in fraud assistance and remediation services.

How do I enroll for the free services?

To enroll in Credit Monitoring* services at no charge, please log on to <https://secure.identityforce.com/benefit/gcbs> and follow the instructions provided. When prompted please provide the following unique code to receive services: **MX5RGXK387** In order for you to receive the monitoring services described above, you must enroll within 90 days from the date of this letter.

Credit Reports: You may obtain a copy of your credit report, free of charge, whether or not you suspect any unauthorized activity on your account. You may obtain a free copy of your credit report from each of the three nationwide credit reporting agencies. To order your free credit report, please visit www.annualcreditreport.com, or call toll-free at 1-877-322-8228. You can also order your annual free credit report by mailing a completed Annual Credit Report Request Form (available at <https://www.consumer.ftc.gov/articles/0155-free-credit-reports>) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281.

Security Freeze: You also have the right to place a security freeze on your credit report. A security freeze is intended to prevent credit, loans, and services from being approved in your name without your consent. To place a security freeze on your credit report, you need to make a request to each consumer reporting agency. You may make that request by certified mail, overnight mail, regular stamped mail, or by following the instructions found at the websites listed below. The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse or a minor under the age of 16, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past five years; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. The request must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, display your name and current mailing address, and the date of issue. As of September 21, 2018, it is free to place, lift, or remove a security freeze. You may also place a security freeze for children under the age of 16. You may obtain a free security freeze by contacting any one or more of the following national consumer reporting agencies:

Equifax Security Freeze

P.O. Box 105788
Atlanta, GA 30348
1-800-349-9960

Experian Security Freeze

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

TransUnion Security Freeze

P.O. Box 160
Woodlyn, PA 19094
1-800-909-8872

Fraud Alerts: You can place fraud alerts with the three credit bureaus by phone and online with:

- Equifax (https://assets.equifax.com/assets/personal/Fraud_Alert_Request_Form.pdf);
- TransUnion (<https://www.transunion.com/fraud-alerts>); or
- Experian (<https://www.experian.com/fraud/center.html>).

* Services marked with an “**” require an internet connection and e-mail account and may not be available to minors under the age of 18 years of age. Please note that when signing up for monitoring services, you may be asked to verify personal information for your own protection to confirm your identity.

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. As of September 21, 2018, initial fraud alerts last for one year. Victims of identity theft can also get an extended fraud alert for seven years. The phone numbers for all three credit bureaus are at listed above.

Monitoring: You should always remain vigilant and monitor your accounts for suspicious or unusual activity.

File Police Report: You have the right to file or obtain a police report if you 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 proof that you have been a victim. A police report is often required to dispute fraudulent items. You can generally report suspected incidents of identity theft to local law enforcement or to the Attorney General.

FTC and Attorneys General: You can further educate yourself regarding preventing identity theft, fraud alerts, security freezes, and the steps you can take to protect yourself, by contacting the consumer reporting agencies, the Federal Trade Commission, or your state Attorney General.

The Federal Trade Commission can be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580, www.identitytheft.gov, 1-877-ID-THEFT (1-877-438-4338), TTY: 1-866-653-4261. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. You can obtain further information on how to file such a complaint by way of the contact information listed above. You have the right to file a police report if you ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, you will likely need to provide some proof that you have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement. This notice has not been delayed by law enforcement.