



Return Mail Processing
PO Box 589
Claysburg, PA 16625-0589

April 3, 2023

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



NOTICE OF [SECURITY INCIDENT / DATA BREACH]

Dear Sample A. Sample:

Hankins & Sohn Plastic Surgery Associates (“Hankins & Sohn”) is writing to inform you of a recent data security event that may have impacted some of your information. We are providing you with information about the event, our response, and resources available to you to help protect your information, should you feel it is appropriate to do so.

What Happened. On or about February 23, 2023, Hankins & Sohn became aware of suspicious activity relating allegations by an unknown actor that data was stolen from our network. We quickly took steps to investigate the validity of the claims and to assess the nature and scope of the activity and what information may have been affected. We are also working with law enforcement to investigate the activity. We learned that files were taken by the unknown actor prior to this date.

We worked diligently to review the information on our systems in order to identify individuals whose information may have been impacted by this event. We are unable to confirm which specific patients’ information may be at risk; we ultimately made the decision to notify all current or former patients and consults in an abundance of caution. Your information was present on our systems at the time of the incident and was therefore potentially impacted by this event.

What Information Was Involved. While the information may vary by individual, the types of information that could be impacted include name, contact information, date of birth, Social Security number, driver’s license information, medical history, consultation notes, and photos.

What We Are Doing. The confidentiality, privacy, and security of information in our care are among our highest priorities, and we take this incident very seriously. Upon becoming aware of this event, we immediately took steps to contact law enforcement and to review the potentially impacted information. We then worked to confirm the address information for potentially impacted individuals in order to provide this notice. We also reviewed our security policies and enhanced procedures to reduce the risk of similar future events.

Although we are unaware of fraudulent misuse of your information as a result of this event, as an added precaution we are offering you access to [12/24] months of credit monitoring and identity theft protection services through Experian at no cost to you. If you wish to activate these services, you may follow the instructions included in the attached *Steps You Can Take to Help Protect Personal Information*. We encourage you to enroll in these services as we are unable to act on your behalf to do so.

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What You Can Do.

We strongly suggest you review your social media profile settings and adjust your privacy settings, to further protect your accounts and limit what can be posted by others on your profile. The unknown actor may attempt to contact you via these methods, and to limit your exposure, turning your account visibility and access to private is recommended. While we are unaware of any identity theft or fraud as a result of this event, 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 and to detect errors. Please also review the enclosed *Steps You Can Take to Help Protect Your Information*, which contains information on what you can do to safeguard against possible misuse of your information should feel it is appropriate to do so.

For More Information. We understand that you may have questions about this incident that are not addressed in this letter. If you have additional questions, please contact our call center at 1-800-910-5156, toll-free Monday through Friday from 8 am – 10 pm Central, or Saturday and Sunday from 10 am – 7 pm Central (excluding major U.S. holidays). Be prepared to provide your engagement number ENGAGE#. You may also write to Hankins & Sohn at 60 North Pecos Road, Henderson, Nevada 89074.

Sincerely,

Hankins & Sohn Plastic Surgery Associates

STEPS YOU CAN TAKE TO HELP PROTECT PERSONAL INFORMATION

Lock Down Your Social Media Profiles

Review your profile settings in your social media accounts to strengthen the privacy of your accounts. Make your account private and limit what can be posted by others on your profile. Enable the option to review tags before they appear on your profile. Only accept friend requests and follows from people that you know. Enable multi-factor authentication to prevent unauthorized logins.

Enroll in Credit Monitoring Services

To help protect your identity, we are offering complimentary access to Experian IdentityWorksSM for [12/24] months.

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 [12/24] 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.

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 [12/24]-month 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: June 30, 2023** (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/3bcredit>
- Provide your **activation code: ABCDEFGHI**

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 **800-910-5156** by June 30, 2023. Be prepared to provide engagement number **ENGAGE#** as proof of eligibility for the identity restoration services by Experian.

Monitor Your Accounts

Under U.S. law, a consumer is entitled to one free credit report annually from each of the three major credit reporting bureaus, Equifax, Experian, and TransUnion. To order your free credit report, visit www.annualcreditreport.com or call, toll-free, 1-877-322-8228. You may also directly contact the three major credit reporting bureaus listed below to request a free copy of your credit report.

Consumers have the right to place an initial or extended "fraud alert" on a credit file at no cost. An initial fraud alert is a 1-year alert that is placed on a consumer's credit file. Upon seeing a fraud alert display on a consumer's credit file, a business is required to take steps to verify the consumer's identity before extending new credit. If you are a victim of identity theft, you are entitled to an extended fraud alert, which is a fraud alert lasting seven years. Should you wish to place a fraud alert, please contact any one of the three major credit reporting bureaus listed below.



As an alternative to a fraud alert, consumers have the right to place a “credit freeze” on a credit report, which will prohibit a credit bureau from releasing information in the credit report without the consumer’s express authorization. The credit freeze is designed to prevent credit, loans, and services from being approved in your name without your consent. However, you should be aware that using a credit freeze to take control over who gets access to the personal and financial information in your credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application you make regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, you cannot be charged to place or lift a credit freeze on your credit report. To request a credit freeze, you will need to provide the following information:

1. Full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security number;
3. Date of birth;
4. Addresses for the prior two to five years;
5. Proof of current address, such as a current utility bill or telephone bill;
6. A legible photocopy of a government-issued identification card (state driver’s license or ID card, etc.); and
7. A copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft if you are a victim of identity theft.

Should you wish to place a credit freeze, please contact the three major credit reporting bureaus listed below:

Equifax	Experian	TransUnion
https://www.equifax.com/personal/credit-report-services/	https://www.experian.com/help/	https://www.transunion.com/credit-help
888-298-0045	1-888-397-3742	1 (800) 916-8800
Equifax Fraud Alert, P.O. Box 105069 Atlanta, GA 30348-5069	Experian Fraud Alert, P.O. Box 9554, Allen, TX 75013	TransUnion Fraud Alert, P.O. Box 2000, Chester, PA 19016
Equifax Credit Freeze, P.O. Box 105788 Atlanta, GA 30348-5788	Experian Credit Freeze, P.O. Box 9554, Allen, TX 75013	TransUnion Credit Freeze, P.O. Box 160, Woodlyn, PA 19094

Additional Information

You may further educate yourself regarding identity theft, fraud alerts, credit freezes, and the steps you can take to protect your personal information by contacting the consumer reporting bureaus, the Federal Trade Commission, or your state Attorney General. The Federal Trade Commission may be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580; www.identitytheft.gov; 1-877-ID-THEFT (1-877-438-4338); and 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 and your state Attorney General. This notice has not been delayed by law enforcement.