

Sempermed USA, Inc.  
Return Mail to IDX  
4145 SW Watson Ave, Suite 400  
Beaverton, OR 97005



To Enroll, Please Call:  
1-800-939-4170  
Or Visit:  
<https://app.idx.us/account-creation/protect>  
Enrollment Code: <<XXXXXXXXXX>>

<<First Name>> <<Last Name>>  
<<Address1>> <<Address2>>  
<<City>>, <<State>> <<Zip>>

April 20, 2023

Re: Notice of Data Security Incident

Dear <<First Name>> <<Last Name>>,

Sempermed USA, Inc. (“Sempermed”) respects your privacy, and we are writing to let you know about a recent incident that potentially involves your name, Social Security number, date of birth, and payroll-related information.

Sempermed has undertaken a careful review of the potentially affected records in order to make an appropriate notification to potentially affected individuals. In addition, we continue to search for any misuse of information from the affected servers. To date, we have not discovered any public disclosure or other misuse of such information after the incident, on the “dark web” or otherwise.

As an added precaution, we have arranged for IDX, a ZeroFox Company, to protect your identity and help you recover from potential identity theft, at no cost to you. Part of this benefit is automatic and there is no need for you to enroll. This automatic benefit consist of fully managed identity theft recovery services. If you have an identity theft issue, simply call IDX at 1-800-939-4170 for assistance. Other services require that you actively enroll with IDX (again, at no cost to you). These optional services are described in more detail below. You must enroll by July 20, 2023 to obtain these optional services.

You should read the enclosed “Information About Identity Theft Protection.”

We also encourage you to take advantage of the identity recovery and protection services that we have engaged IDX to provide at no cost to you for 24 months.

As stated above, you are automatically covered for the fully managed identity theft recovery services, so there is no need to enroll for this benefit. If you have an identity theft issue, simply call IDX at 1-800-939-4170 for immediate assistance.

You must, however, enroll if you wish to take advantage of IDX-provided credit monitoring and Cyberscan monitoring assistance, and a \$1,000,000 insurance reimbursement policy. These services, which are further described in the enclosed “Additional Product Information from IDX,” are provided as a complimentary 24-month membership. To enroll and start monitoring your personal information and obtain insurance coverage, please follow the steps below:

- Visit the IDX website to enroll: <https://app.idx.us/account-creation/protect>.
- Call IDX to enroll: 1-800-939-4170. IDX representatives are available Monday through Friday from 9 am - 9 pm Eastern Time.
- Enroll by your enrollment deadline, which is July 20, 2023.

In addition, please be on the lookout for any scams that attempt to lure you into providing personal information in connection with this incident. We will not call you or send you any email messages asking for your personal information or credit card information, or send you any email messages asking you to “click” on any links to activate credit monitoring. You should not provide information in response to any such calls or email messages, and you should not click on any links within any such email messages. The only way for you to contact IDX and/or to set up the identity protection and credit monitoring services we have obtained for you is as set forth in this letter.

For additional information and assistance, please call 1-800-939-4170.

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Sempermed sincerely apologizes for any inconvenience that this incident may have caused. We are committed to protecting your personal information, and we will continue to review and update our protective systems and processes during this time of pervasive and ever-evolving cybersecurity threats.

Sincerely,

A handwritten signature in black ink, appearing to be 'Doug Anderson', with a stylized flourish at the end.

Doug Anderson

President, Sempermed USA, Inc.

(Enclosure)

## Information About Identity Theft Protection

**Remain Vigilant.** We recommend that you regularly review statements from your accounts and periodically obtain your credit report from one or more of the national credit reporting companies. You may obtain a free copy of your credit report online at [www.annualcreditreport.com](http://www.annualcreditreport.com), by calling toll-free 1-877-322-8228, or by mailing an Annual Credit Report Request Form (available at [www.annualcreditreport.com](http://www.annualcreditreport.com)) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281. Purchase a copy of your credit report from the national credit reporting agencies listed below.

Equifax: P.O. Box 740241, Atlanta, GA 30374, 1-866-349-5191, [www.equifax.com](http://www.equifax.com)

Experian: P.O. Box 2002, Allen, TX 75013, 1-866-200-6020, [www.experian.com](http://www.experian.com)

TransUnion: P.O. Box 1000, Chester, PA 19016, 1-800-888-4213, [www.transunion.com](http://www.transunion.com)

When you receive your credit reports, review them carefully. Look for accounts or creditor inquiries that you do not recognize. Look for inaccurate information, such as home address or Social Security number. If you see anything you do not understand or that looks incorrect, call the credit reporting agency at the telephone number on the report.

We recommend you vigilantly review your account statements and credit reports and promptly report any suspicious activity or suspected identity theft to law enforcement authorities, including local law enforcement, your state's attorney general and/or the Federal Trade Commission (FTC). You may contact the FTC or your state's regulatory authority to obtain information about avoiding identity theft. Contact the FTC at Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580, 1-877-IDTHEFT (438-4338), [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft).

**Fraud Alerts:** You can place two types of fraud alerts on your credit report to notify creditors: an initial alert and an extended alert. You may place an initial fraud alert on your credit report if you suspect you have been, or are about to be, a victim of identity theft. An initial fraud alert lasts for one year. You may place an extended alert on your credit report by mail if you have been a victim of identity theft with the appropriate documentary proof. An extended fraud alert lasts for seven years. You can place a fraud alert on your credit report by calling the toll-free fraud number or visiting the website of any of the three national credit reporting agencies listed below. You only need to notify one agency, because it must notify the other two agencies.

Equifax: 1-866-349-5191, <https://www.equifax.com/personal/education/identity-theft/fraud-alert-security-freeze-credit-lock/>

Experian: 1-888-397-3742, <https://www.experian.com/fraud/center.html>

TransUnion: 1-800-680-7289, <https://www.transunion.com/fraud-alerts>

### Additional Information Required By Massachusetts Law

Under Massachusetts law, you have the right to obtain any police report filed in regard to this incident. However, note that no police report has been filed as a result of this incident. If you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it.

Under Massachusetts law, you have a right to request a "security freeze" on your consumer report at no charge. The security freeze will prohibit a consumer reporting agency from releasing any information in your consumer report without your express authorization. You should be aware that using a security freeze may delay, interfere with, or prevent the timely approval of any subsequent request or application you make regarding new loans, credit, mortgage, insurance, housing, employment, investment, utilities, internet credit card transactions, or other services, including an extension of credit at a point of sale. Under federal law, you cannot be charged to place, lift, or remove a security freeze.

You may place a security freeze on your credit report with each of the three major consumer reporting agencies using its website or dedicated telephone number or by regular, certified, or overnight mail using the information below:

Equifax Security Freeze

P.O. Box 105788

Atlanta, GA 30348

1-800-349-9960

<https://www.equifax.com/personal/credit-report-services/credit-freeze/>

Experian Security Freeze

P.O. Box 9554

Allen, TX 75013

1-888-397-3742

<https://www.experian.com/freeze/center.html>

TransUnion Security Freeze

P.O. Box 160

Woodlyn, PA 19094

1-888-909-8872

<https://www.transunion.com/credit-freeze>

To request a security freeze, you may need to provide the following information:

1. Your full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Postal address and email address;
3. Social Security number;
4. Date of birth;
5. If you have moved in the past five (5) years, provide the addresses where you have lived over the prior five years;
6. Proof of current address such as a current utility bill or telephone bill;
7. A legible photocopy of a government issued identification card (state driver's license or ID card, military identification, etc.); and
8. If you are a victim of identity theft, include a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft.

The credit reporting agencies have one (1) business day to place the security freeze on your credit report following an online or telephone request and three (3) business days after receiving your mailed request. The credit bureaus must also send written confirmation of your mailed request to you within five (5) business days and provide you with a unique personal identification number (PIN) or password, or both, that can be used by you to authorize the removal or lifting of the security freeze. It is important to maintain this PIN/password in a secure place, as you will need it to lift or remove the security freeze.

To lift the security freeze to permit a specific entity or individual access to your credit report, you must call or send a written request to the credit reporting agencies by mail or using their websites and you may need to include proper identification (name, address, and Social Security number), the PIN number and/or password provided to you when you placed the security freeze, and the identities of those entities or individuals you would like to receive access to your credit report or the specific period of time you want the credit report available. The credit reporting agencies have three (3) business days after receiving your mailed request to lift the security freeze for those identified entities or for the specified period of time. If the request is made through a website or by phone, a credit reporting agency will lift a freeze within one hour.

Similarly, to remove the security freeze, you may make the request by telephone or send a written request to each of the three credit bureaus by mail or through its website and include proper identification (name, address, and Social Security number) and the PIN number or password provided to you when you placed the security freeze. The credit bureaus have three (3) business days after receiving your mailed request to remove the security freeze. If the request is made through a website or by phone, a credit reporting agency will remove a freeze within one hour. You may also temporarily lift a security freeze for a specified period of time rather than for a specific entity or individual, using the same contact information above.

To remove the security freeze, you must make a request to each of the credit reporting agencies by mail, through their website, or by phone (using the contact information above). You must provide prior identification (name, address, and Social Security number) and the PIN number or password provided to you when you placed the security freeze. The credit bureaus have been one (1) hour (for requests made online) and three (3) business days (for requests made by mail) after receiving your request to remove the security freeze.



### **Additional Product Information from IDX**

**1. Website and Enrollment.** Go to <https://app.idx.us/account-creation/protect> and follow the instructions for enrollment using your Enrollment Code provided at the top of the letter.

**2. Activate the credit monitoring** provided as part of your IDX identity protection membership. The monitoring included in the membership must be activated to be effective. Note: You must have established credit and access to a computer and the internet to use this service. If you need assistance, IDX will be able to assist you.

**3. Telephone.** Contact IDX at 1-800-939-4170 to gain additional information about this event and speak with knowledgeable representatives about the appropriate steps to take to protect your credit identity.