



April 24, 2023

«Full_Name»
«Address_»
«City» «State» «Zip_Code»

Dear «Full_Name»,

We are writing to you with important information about a recent incident involving the theft of certain paper-based protected health information about you, including credit card information, maintained by Silver Hill Hospital ("Silver Hill"). We became aware of the incident underlying this breach on February 23, 2023.

The incident occurred as follows. On February 23, 2023, a Silver Hill employee in the Wellness Services Office arrived in the morning and found the office in disarray. As other members of the staff arrived to the office and noticed disruption, it became clear the office had been broken into overnight. As the staff inspected and inventoried the office, an employee noticed an open three-ring binder with pages removed and missing. Silver Hill's security department was notified of the incident, and, subsequently, the incident was reported to the New Canaan Police Department. Upon completion of the inspection of the office, we determined no other items or information were taken or missing.

The binder contained paper copies of credit card authorizations for certain wellness services paid by patients using a credit card. The information on each credit card authorization includes first and last name, credit card number and related information. The information did not include any security codes, access codes, or passwords that would permit access to the account. It was the practice of the Wellness Coordinator who created the binder to retain the paper authorizations for no more than one month, and up to three months for certain long-term stays, and to purge and destroy the contents of the binder on a monthly basis or upon patient discharge.

The Wellness Office, from which the contents of the binder were stolen, is located within a building that can only be entered with a security key fob. The Wellness Office itself is secured with an automatically-locking door, which must be opened with a physical key. The physical keys were issued only to Silver Hill employees and certain independent contractors. It appears unlikely, at this point, that we will be able to identify the responsible individual and recover the stolen information. We are taking a conservative approach and notifying each individual whose credit card was authorized between December 1, 2022 and March 3, 2023 and recommending the following protective measures.

We encourage you to monitor your credit card statements and activity closely and report any suspicious transactions to the New Canaan Police Department as well as your credit card

company. To further protect you, we are offering a complimentary twenty-four (24) month membership of Experian's IdentityWorks. This product helps detect possible misuses of your personal information and provides you with identity protection services focused on immediate identification and resolution of identity theft. Experian IdentityWorks is free to you, and enrolling will not impact your credit score. For more information on identity theft prevention and Experian IdentityWorks, including instructions on how to activate your complimentary 24-month membership, please see the additional information within Attachment 1 to this letter. Additionally, we have included some further helpful information about how to generally protect yourself within Attachment 2.

In response to this incident, we took the following corrective actions. We have enhanced the physical security of the Wellness Office, and we have provided additional training to our Wellness Office staff with respect to the safeguarding of protected health information, whether in computerized or paper format.

We truly regret the occurrence of this incident and wish to assist you with any questions you may have. If you need additional information or wish to contact us with any concerns, we are happy to speak with you.

You may contact me at (203) 801-2348 during normal business hours regarding any questions or concerns.

We take very seriously the important role of safeguarding your protected health information and using it in an appropriate manner. Silver Hill Hospital sincerely apologizes for this situation and is taking appropriate measures to prevent a reoccurrence.

Sincerely,

A handwritten signature in cursive script that reads "Christine Santana".

Christine Santana
Manager
Health Information Management
Privacy Officer

Attachment 1: Credit Monitoring / Identity Protection Information
ADDITIONAL DETAILS REGARDING YOUR EXPERIAN IDENTITYWORKS MEMBERSHIP:

To activate your membership and start monitoring your personal information please follow the steps below:

- Ensure that you **enroll by: July 31, 2023** (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/3bplus>
- Provide your **activation code: «Activation Codes»**

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 877-890-9332 by 7/31/23 no later than 5:59pm CT. Be prepared to provide engagement number **B090541** as proof of eligibility for the identity restoration services by Experian. 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.
- **Internet Surveillance:** Technology searches the web, chat rooms & bulletin boards 24/7 to identify trading or selling of your personal information on the Dark Web.
- **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 877-890-9332. 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 twenty-four (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.

Attachment 2: Identity Protection Reference Guide

The following are recommended steps for generally protecting yourself from identity theft or other misuse of your personally identifiable information:

Monitor Account Statements. Remember to look at your account statements regularly to be sure they are correct.

Order Your Free Credit Report. To order your free credit report, visit www.annualcreditreport.com, call toll-free at (877) 322-8228, or complete the Annual Credit Report Request Form on the U.S. Federal Trade Commission's ("FTC") website at www.ftc.gov and mail it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281. The three credit bureaus provide free annual credit reports only through the website, toll-free number or request form.

When you receive your credit report, review it carefully. Look for accounts you did not open and medical bills you do not recognize. Look in the "inquiries" section for names of creditors from whom you haven't requested credit. Some companies bill under names other than their store or commercial names. The credit bureau will be able to tell you when that is the case. Look in the "personal information" section for any inaccuracies in your information (such as home address and Social Security number). If you see anything you do not understand, call the credit bureau at the telephone number on the report. Errors in this information may be a warning sign of possible identity theft. You should notify the credit bureaus of any inaccuracies in your report, whether due to error or fraud, as soon as possible so the information can be investigated and, if found to be in error, corrected. If there are accounts or charges you did not authorize, immediately notify the appropriate credit bureau by telephone and in writing.

If you find items you don't understand on your report, call the relevant credit bureau at the number given on the report. Credit bureau staff will review your report with you. If the information can't be explained, then you will need to call the creditors involved. Information that can't be explained also should be reported to your local police or sheriff's office because it may signal criminal activity.

Contact the U.S. Federal Trade Commission. If you detect any unauthorized transactions in your financial account, promptly notify your payment card company or financial institution. If you detect any incident of identity theft or fraud, promptly report the incident to your local law enforcement authorities, your state Attorney General and the FTC. If you believe your identity has been stolen, the FTC recommends that you take these additional steps:

- Close the accounts that you have confirmed or believe have been tampered with or opened fraudulently. Use the FTC's ID Theft Affidavit (available at www.ftc.gov/idtheft) when you dispute new unauthorized accounts.
- File a local police report. Obtain a copy of the police report and submit it to your creditors and any others that may require proof of the identity theft crime.

You can contact the FTC to learn more about how to protect yourself from becoming a victim of identity theft:

Federal Trade Commission
Consumer Response Center
600 Pennsylvania Avenue, NW
Washington, DC 20580
1-877-IDTHEFT (438-4338)
www.ftc.gov/idtheft

Place a Fraud Alert on Your Credit File. If you think you may be a victim of possible identity theft, consider placing a fraud alert on your credit file. A fraud alert helps protect you against the possibility of an identity thief opening new credit accounts in your name. When a merchant checks the credit history of someone applying for credit, the merchant gets a notice that the applicant may be the victim of identity theft. The alert notifies the merchant to take steps to verify the identity of the applicant. You can place a fraud alert on your credit report by calling any one of the

toll-free fraud numbers provided below. You will reach an automated telephone system that allows you to flag your file with a fraud alert at all three credit bureaus.

Equifax	P.O. Box 740241 Atlanta, Georgia 30374-0241	877-478-7625	www.equifax.com
Experian	P.O. Box 9532 Allen, Texas 75013	888-397-3742	www.experian.com
TransUnion	Fraud Victim Assistance Division P.O. Box 6790 Fullerton, California 92834-6790	800-680-7289	www.transunion.com

Place a "Security Freeze" on Your Credit File (for Non-Massachusetts Residents). You also may wish to place a "security freeze" (also known as a "credit freeze") on your credit file. A security freeze generally will prevent creditors from accessing your credit file at the three nationwide credit bureaus without your consent. There is no longer a fee for placing, lifting, and/or removing a security freeze. Unlike a fraud alert, you must place a security freeze on your credit file at each credit bureau individually. Since the instructions for establishing a security freeze differ from state to state, please contact the three national credit bureaus to find out more information. [*The table below contains the contact information relevant to security freezes.*]

Equifax	P.O. Box 105788 Atlanta, Georgia 30348	877-478-7625	www.equifax.com
Experian	P.O. Box 9554 Allen, Texas 75013	888-397-3742	www.experian.com
TransUnion	Attn: Security Freeze P.O. Box 160 Woodlyn, PA 19094	888-909-8872	www.transunion.com

The credit bureaus may require proper identification prior to honoring your request. For example, you may be asked to provide:

- Your full name with middle initial and generation (such as Jr., Sr., II, III)
- Your Social Security number
- Your date of birth
- Your complete address including proof of current address, such as current utility bill or telephone bill
- If you have moved in the past two (2) years, give your previous addresses where you have lived for the past two years
- A legible photocopy of a government issued identification card (state driver's license or ID card, military identification, etc.)

Additional Information for Massachusetts Residents.

Under Massachusetts law, you have the right to obtain any police report filed in regard to 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.

Massachusetts law also allows consumers to place a security freeze on their credit reports. A security freeze prohibits a credit reporting agency from releasing any information from a consumer's credit report without written

authorization. However, please be aware that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit mortgages, employment, housing or other services. There is no longer a fee for placing, lifting, and/or removing a security freeze.

To place a security freeze on your credit report, you must send a written request to each of the three major consumer reporting agencies: Equifax (www.equifax.com); Experian (www.experian.com); and TransUnion (www.transunion.com) by regular, certified or overnight mail at the addresses below:

- Equifax Security Freeze P.O. Box 105788 Atlanta, GA 30348
- Experian Security Freeze P.O. Box 9554 Allen, TX 75013
- Trans Union Security Freeze Fraud Victim Assistance Department P.O. Box 2000 Chester, PA 19022-2000

In order to request a security freeze, you will need to provide the following information:

1. Your full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security Number;
3. Date of birth;
4. If you have moved in the past five (5) years, provide the addresses where you have lived over the prior 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, military identification, etc.)

The credit reporting agencies have three (3) business days after receiving your request to place a security freeze on your credit report. The credit bureaus must also send written confirmation 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.

To lift the security freeze in order to allow 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 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 as well as the identities of those entities or individuals you would like to receive 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 request to lift the security freeze for those identified entities or for the specified period of time.

To remove the security freeze, you must send a written request to each of the three credit bureaus by mail 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 request to remove the security freeze.

Additional Information for North Carolina Residents

You can also obtain information about preventing and avoiding identity theft from the North Carolina Attorney General's Office:

North Carolina Attorney General's Office
Consumer Protection Division
9001 Mail Service Center
Raleigh, NC 27699-9001
1-877-5-NO-SCAM
www.ncdoj.gov