



1 1 6 *****SNGLP

John Doe
123 Anystreet Dr
Anytown, NY 12345



May 10, 2023

Re: Updated Notice of Data Breach

Dear John Doe:

This letter serves as a follow-up to our prior letter to provide you with updated information about credit monitoring from Norton LifeLock as well as information on how to request a credit freeze.

We are writing to you with important information about a breach that potentially impacted your personal information, resulting from a ransomware cyberattack on Regal Medical Group, Lakeside Medical Organization, ADOC and West Covina Plan IPA, Inc., A Medical Group d/b/a Greater Covina Medical Group, Inc. (collectively, "Regal"). We first became aware of the breach on December 8, 2022, which we later learned occurred on or about December 1, 2022. The incident occurred as follows:

What Happened On Friday, December 2, 2022, we noticed difficulty in accessing some of our servers. After extensive review, malware was detected on some of our servers, which we later learned resulted in the threat actor accessing and exfiltrating certain data from our systems. We hired third-party vendors experienced in this area to assist with our response to the incident. The Regal team worked with our vendors to efficiently restore access to our systems and to analyze the impacted data.

What Information Was Involved At this time, based on the third-party vendors' review, we believe that your personal information may have been impacted in the incident, and that your impacted personal information may include: your name, social security number (for certain, but not all, potentially impacted individuals), date of birth, address, diagnosis and treatment, laboratory test results, prescription data, radiology reports, health plan member number, and phone number.

What We Are Doing Regal is taking steps to notify you of this breach to ensure transparency and awareness of our findings. In order to help protect your information, we have taken the following steps:

- Regal will cover the cost for twenty-four months for you to receive credit monitoring from Norton LifeLock. To take advantage of this offer, please see the attached instructions;
- Added additional computer security protections and protocols to ensure that your personal information is protected from unauthorized access;
- Notified law enforcement of this incident;
- Notified the U.S. Department of Health and Human Services of this incident, as well as the California Attorney General and other regulatory agencies; and

- Notified the local media to ensure that all impacted individuals are aware of the breach.

What You Can Do

To help protect your identity, we recommend you take immediate steps to protect yourself from potential harm:

- Please consider utilizing the Norton LifeLock service provided by us to you, by following the instructions in the attachment;
- Register a fraud alert with the following credit bureaus and order credit reports as follows:
 - Experian: (888) 397-3742; www.experian.com; National Consumer Assistance, P.O. Box 9554, Allen, TX 75013
 - TransUnion: (800) 680-7289; www.transunion.com; Fraud Victim Assistance Department, P.O. Box 2000, Chester, PA 19016-2000
 - Equifax: (800) 525-6285; www.equifax.com; Fraud Victim Assistance Department, Consumer Fraud Division, P.O. Box 740256, Atlanta, GA 30374
- Monitor account statements, Explanation of Benefit forms, and credit bureau reports closely; and
- Contact your state Consumer Protection Agency: www.usa.gov/state-consumer.

You may also place a security freeze on your credit reports, free of charge. A security freeze prohibits a credit reporting agency from releasing any information from your credit report without your 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. Under federal law, you cannot be charged to place, lift, or remove a security freeze.

You must place your request for a freeze with each of the three major consumer reporting agencies: Equifax, Experian and TransUnion. To place a security freeze on your credit report, you may send a written request by regular, certified or overnight mail to the addresses below. You may also place a security freeze through each of the consumer reporting agencies' websites or over the phone, using the contact information below:

- Experian Security Freeze: (888) 397-3742; <https://www.experian.com/freeze/center.html>; P.O. Box 9554, Allen, TX 75013
- TransUnion Security Freeze: (888) 909-8872; <https://www.transunion.com/credit-freeze>; P.O. Box 160, Woodlyn, PA 19094
- Equifax Security Freeze: (800) 349-9960; <https://www.equifax.com/personal/credit-report-services/>; P.O. Box 105788, Atlanta, GA 30348

In order to request a security freeze, you will need to provide some or all of the following information to the credit reporting agency, depending on whether you do so online, by phone, or by mail:

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, the addresses where you have lived during the prior five (5) years;
5. Proof of current address, such as a current utility bill, telephone bill, rental agreement, or deed;
6. A legible photocopy of a government issued identification card (state driver's license or ID card, military identification, etc.);
7. Social Security card, pay stub, or W2;
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) to three (3) business days after receiving your request to place a security freeze on your credit report, based upon the method of your request. 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. 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 in order to allow a specific entity or individual access to your credit report, 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 proper identification (including 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. 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. The credit bureaus have between one (1) hour (for requests made online) and three (3) business days (for requests made by mail) 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 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 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 between 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.

You have a right to obtain a police report, and if you think that your personal information is being improperly used, you can also contact local law enforcement to file a police report. Finally, you can contact the Federal Trade Commission ("FTC") to obtain information about preventing identity theft at 1-877-ID THEFT (877-438-4338) or review the information on identity theft promulgated by the FTC at www.ftc.gov/bcp/edu/microsites/idtheft/.

Other Information For information about your privacy rights, you may visit <https://www.hhs.gov/hipaa/for-individuals/index.html>

For More Information If you have any additional questions about this incident, please contact us at (866) 918-5293.

Regal understands the importance of safeguarding your personal information and takes that responsibility very seriously. We will do all we can to assist any individuals whose personal information may have been compromised and help them work through the process. We appreciate your support during this time.

Sincerely,

Regal

Complimentary Credit Monitoring and Identity Protection Services

Regal have retained NortonLifeLock, Inc. to provide Two (2) Years of complimentary **LifeLock Defender™ Choice** identity theft protection.

To activate your membership online and get protection at no cost to you:

1. In your web browser, go directly to www.Norton.com/Offers.
2. Below the THREE protection plan boxes, you may enter the Promo Code: HPN2305 and click the “APPLY” button.
3. Your complimentary offer is presented. Click the Orange “START MEMBERSHIP” button.
4. A Popup will appear to enter your Enrollment ID 79452746 and click "APPLY"
5. Once enrollment is completed, you will receive a confirmation email (be sure to follow ALL directions in this email).

Alternatively, to activate your membership over the phone, please call: (866) 918- 5293

You will have until **July 31st, 2023**, to enroll in this service.

Once you have completed the LifeLock enrollment process, the service will be in effect. Your **LifeLock Defender™ Choice** membership includes:

- ✓ Primary Identity Alert System[†]
- ✓ 24/7 Live Member Support
- ✓ Dark Web Monitoring^{**}
- ✓ Norton™ Security Deluxe² (90 Day Free Subscription)
- ✓ Stolen Funds Reimbursement up to \$25,000^{†††}
- ✓ Personal Expense Compensation up to \$25,000^{†††}
- ✓ Coverage for Lawyers and Experts up to \$1 million^{†††}
- ✓ U.S.-Based Identity Restoration Team
- ✓ One-Bureau Credit Monitoring^{1**}
- ✓ Annual One-Bureau Credit Report & Credit Score^{1**}

The credit score provided is a VantageScore 3.0 credit score based on Equifax data. Third parties use many different types of credit scores and are likely to use a different type of credit score to assess your creditworthiness.

¹ If your plan includes credit reports, scores, and/or credit monitoring features (“Credit Features”), two requirements must be met to receive said features: (i) your identity must be successfully verified with Equifax; and (ii) Equifax must be able to locate your credit file and it must contain sufficient credit history information. IF EITHER OF THE FOREGOING REQUIREMENTS ARE NOT MET YOU WILL NOT RECEIVE CREDIT FEATURES FROM ANY BUREAU. If your plan also includes Credit Features from Experian and/or TransUnion, the above verification process must also be successfully completed with Experian and/or TransUnion, as applicable. If verification is successfully completed with Equifax, but not with Experian and/or TransUnion, as applicable, you will not receive Credit Features from such bureau(s) until the verification process is successfully completed and until then you will only receive Credit Features from Equifax. Any credit monitoring from Experian and TransUnion will take several days to begin after your successful plan enrollment.

No one can prevent all identity theft or cybercrime. [†] LifeLock does not monitor all transactions at all businesses.

² Norton Security Online provides protection against viruses, spyware, malware, and other online threats for up to 5 PCs, Macs, Android devices. Norton account features not supported in this edition of Norton Security Online. As a result, some mobile features for Android are not available such as anti-theft and mobile contacts backup. iOS is not supported.

^{**} These features are not enabled upon enrollment. Member must take action to get their protection.

*** Reimbursement and Expense Compensation, each with limits of up to \$25,000 for Defender Choice. And up to \$1 million for coverage for lawyers and experts if needed, for all plans. Benefits provided by Master Policy issued by United Specialty Insurance Company (State National Insurance Company, Inc. for NY State members). Policy terms, conditions and exclusions at: LifeLock.com/legal.

Multi-language Interpreter Services

English: We have free interpreter services to answer any questions you may have about this letter. To get an interpreter, just call us at (888)215-7688. Someone who speaks English can help you.

Arabic:

لدينا خدمات ترجمة فورية مجانية لإجابة عن أي استفسارات قد تكون لديك حول هذا الخطاب. لطلب مترجم فوري، فقط اتصل بنا على الرقم (888)215-7688. يمكن لشخص يتحدث اللغة العربية أن يساعدك.

Armenian: Մենք ունենք անվճար թարգմանչական ծառայություններ այս նամակի վերաբերյալ ձեր ցանկացած հարցի պատասխանելու համար: Թարգմանիչ ստանալու համար պարզապես զանգահարեք մեզ (888)215-7688 հեռախոսահամարով: Ինչ-որ մեկը, ով խոսում է հայերեն, կարող է օգնել ձեզ:

Cambodian: យើងមានយោងមុនប្រយោជន៍មិនអស់លុយ ដើម្បីឆ្លើយសំណួរណាមួយដែលអ្នកមានអំពីលិខិតឯកភាព។ បើអ្នកចង់សួរអ្នកបកប្រែ ទូរស័ព្ទមកលេខ (888)215-7688។ អ្នកប្រើសិល្បកម្មភាសា ភាសាប្រើអាចជួយអ្នក ក៏បាន។

Chinese Cantonese: 如對此信有任何疑問，可免費提供口譯服務解答。欲用口譯員，只需致電 (888)215-7688。會有說中文的人幫您。

Chinese Mandarin: 如对此信有任何疑问，可免费提供口译服务解答。欲用口译员时，只需致电 (888)215-7688。会有说中文的人帮您。

Farsi:

ما از خدمات ایگلا مترجم فاهم برخوردار هستیم تا به تمام سوالات ما در مورد این نامه پاسخ دهیم. برای استفاده از خدمات مترجم فاهم، فقط با ما تماس بگیرید. فردی که به زبان فارسی صحبت میکند، میتواند به شما کمک کند.

French: Vous pouvez accéder gratuitement aux services d'un interprete pour ce qui concerne d'eventuelles questions concernant cette lettre. Pour accéder a ce service, veuillez simplement composer le (888)215-7688. Un correspondant parlant Francais pourra vous repondre.

French Creole: Nou gen sèvis entèprèt gratis pou reponn nenpòt kesyon ou ka genyen sou lèt sa a services to answer any questions you may have about this letter. Pou jwenn yon entèprèt, annik rele nou nan nimewo (888)215-7688. Yon moun ki pale lang Anglè kapab ede ou.

German: Wir bieten einen kostenlosen Dolmetscherdienst, der Ihnen alle Fragen zu diesem Brief beantworten kann. Um mit einem Dolmetscher zu sprechen, rufen Sie uns einfach unter (888)215-7688 an. Jemand, der Deutsch spricht, kann Ihnen behilflich sein.

Hindi: इस पत्रके संबंध में आपके ककसी भी सवाल का जवाब देनेकेकलए हमारे पास मुफ्त दुभाकिया सेवाएँ मौजूद हैं। एक दुभाकिया प्राप्त करनेकेकलए, बस हमें कवल (888)215-7688 पर कॉल करें। कहंदी बोलने वाला कोई व्यक्ति आपकी मदद कर सकता है।

Hmong: Peb yeej muaj neeg pab txhais lus dawb los teb cov lus nug uas koj muaj hais txog tsab ntawm ntawm no. Yog xav tau ib tus kws txhais lus, hu peb ntawm (888)215-7688. Ib tus neeg uas paub hais lus Hmoob yuav pab tau koj.

Italian: Offriamo servizi gratuiti di interpretariato per rispondere a qualsiasi vostra eventuale domanda relativa a questa lettera. Per richiedere un interprete basta telefonarci al numero (888)215-7688. Potrete parlare con una persona che parla italiano.

Japanese: この手紙に関するご質問には、無料の通訳サービスをご利用いただけます。通訳をご希望の方は、(888)215-7688までお電話ください。日本語を話せる者が対応いたします。

Korean: 저희는 이 서신에 대한 귀하의 질문에 답변 드리기 위한 무료 통역 서비스를 제공합니다. 통역사를 원하시면 (888)215-7688로 전화하십시오. 한국어를 하는 사람이 귀하를 도와드릴 수 있습니다.

Laotian: ພວກເຮົາ ມີ ບໍລິການນາຍພາສາພາສາລາວ ເພື່ອ ອຕອບຄໍາ ຖາກາມໃດໆທີ່ ທ່ານອາດຈະມີ ກົງຈັກ ບໍລິ ດໜາຍສະບັບ ບໍລິ ຖ້າທ່ານຕ້ອງການນາຍພາສາ ກະລຸ ນາໄທຫາພວກເຮົາ ທີ່ ຕວີ (888)215-7688. ຈະມີ ຄົນທີ່ ເວົ້າ ພາສາລາວຊື່ວຍເຫ ອທ່ານ.

Mien: Yie mbuo maaih maiv zuqc cingv nyei faan waac nyei mienh daaih dau meih maaih nyei waac-naaic taux naaiv zeiv fienx. Se gorngv qiex zuqc faan waac mienh nor, gunv heuc (888)215-7688. Maaih gorngv mienh waac nyei mienh haih tengx meih.

Polish: Mamy bezpłatne usługi tłumaczeniowe, aby odpowiedzieć na wszelkie pytania dotyczące tego listu. Aby uzyskać tłumacza, zadzwoń do nas pod numer (888)215-7688. Ktoś kto mówi po polsku może ci pomóc.

Portuguese: Temos serviços gratuitos de intérprete para responder a quaisquer perguntas que possa ter sobre esta carta. Para obter um intérprete, basta ligar-nos para (888)215-7688. Alguém que fala português pode dar-lhe ajuda.

Punjabi: ਇਸ ਚਿੱਠੀ ਦੇ ਬਾਰੇ ਤੁਹਾਡੇ ਜੋ ਵੀ ਸਵਾਲ ਹਨ, ਉਨ੍ਹਾਂ ਦਾ ਜਵਾਬ ਦੇਣ ਲਈ ਸਾਡੇ ਕੋਲ ਮੁਫਤ ਦਭਾਸ਼ੀਏ ਦੀਆਂ ਸੇਵਾਵਾਂ ਉਪਲਬਧ ਹਨ। ਇੱਕ ਦਭਾਸ਼ੀਆ ਪਰਾਪਤ ਕਰਨ ਲਈ ਸਾਨੂੰ (888)215-7688 'ਤੇ ਕਾਲ ਕਰੋ। ਪੰਜਾਬੀ ਬੋਲਣ ਵਾਲਾ ਕੋਈ ਚਵਅਕਤੀ ਤੁਹਾਡੀ ਮਦਦ ਕਰ ਸਕਦਾ ਹੈ।

Russian: Мы готовы ответить на любые вопросы об этом письме. Если для общения с нами вам нужна помощь устного переводчика, просто позвоните нам, телефон (888)215-7688. Кто-нибудь, кто говорит по-русски, вам поможет.

Spanish: Contamos con servicios de interpretación gratuitos para responder cualquier pregunta que pueda tener sobre esta carta. Para obtener un intérprete, simplemente llámenos al (888)215-7688. Alguien que hable español puede ayudarle.

Tagalog: Mayroon kaming mga libreng serbisyo ng tagasalin upang sagutin ang anumang mga katanungan na maaaring mayroon ka tungkol sa liham na ito. Para makakuha ng tagasalin, tawagan lang kami sa (888)215-7688. Maaaring makatulong sa iyo ang isang taong nagsasalita ng Tagalog.

Ukrainian: Ми надаємо безкоштовні послуги перекладачів, щоб відповісти на будь-які питання, які у Вас можуть виникнути щодо змісту цього листа. Щоб скористатися послугами перекладачів, просто зателефонуйте на номер (888)215-7688. Людина, яка говорить українською, зможе Вам допомогти.

Vietnamese: Chúng tôi có sẵn dịch vụ phiên dịch miễn phí để trả lời bất kỳ câu hỏi nào của quý vị về bức thư này. Để yêu cầu thông dịch viên, chỉ cần gọi cho chúng tôi theo số (888)215-7688. Sẽ có nhân viên nói tiếng Việt có thể hỗ trợ quý vị.

