

Murfreesboro Medical Clinic & SurgiCenter

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

June 13, 2023

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**RE: IMPORTANT SECURITY NOTIFICATION**

Dear Valued Patient, Employee, or Former Employee:

We are contacting you because you are or were a patient or employee of Murfreesboro Medical Clinic & SurgiCenter (“MMC” or “we”). We are writing to inform you that MMC recently was the victim of a sophisticated criminal cyberattack, which may have resulted in the theft of your personal information. Although we have been unable to confirm whether your information was actually accessed or removed from our network, as part of our commitment to privacy and out of an abundance of caution, we are providing you with information and resources to assist you in protecting your information.

What Happened?

On or about April 24, 2023, we identified a series of attacks on our network and IT systems. In response, we immediately shut down our network to limit the spread of the attack and engaged third-party experts, including law enforcement, to help identify the source and scope of the attack. Our first priority was to contain the incident and to protect our patients and employees. Through an extensive investigation it was determined that a well-known cyber extortion operation had infiltrated our network on or about April 22, 2023, with the intent to steal information for ransom.

What Information was Involved?

Although we have been unable to determine whether any personal information was actually accessed or removed from our network, the information that may have been affected by this incident includes, but is not limited to, individuals’ full names, dates of birth, home addresses, phone numbers, copies of drivers’ licenses, full or partial social security numbers, dependent information, dates of service, medical and diagnostic information related to those dates of service, test results, procedure notes, prescription information, medical record numbers, and insurance and enrollment information, including group name, identification number, and claim numbers. However, we do not store credit card or bank account information within our network.

What Steps Has MMC Taken in Response to the Incident?

In response to this incident we immediately shut down our network to limit the spread of the attack and, as a precautionary measure, we completely rebuilt our network with enhanced security features and controls to reduce the chance of this or a similar incident from happening in the future. At this time, all operations have been fully restored. To our knowledge, no data was lost as a result of this incident.

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What We are Doing to Protect Your Information

To help protect your identity, we are offering a **complimentary 24-month membership** of Experian's® IdentityWorksSM. This product provides you with superior identity detection and resolution of identity theft. To activate your membership and start monitoring your personal information please follow the steps below:

- Ensure that you **enroll by: September 30, 2023** (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/credit>
- Provide your **activation code: KJGRKPTTF**

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 833-901-4625 by **September 30, 2023**. Be prepared to provide engagement number **B096405** as proof of eligibility for the identity restoration services by Experian.

ADDITIONAL DETAILS REGARDING YOUR 24-MONTH EXPERIAN IDENTITYWORKS MEMBERSHIP:

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 file for indicators of fraud.
- **Identity Restoration:** Identity Restoration agents 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.

* Offline members will be eligible to call for additional reports quarterly after enrolling.

** The Identity Theft Insurance is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

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 833-901-4625. 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 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.

Additionally, you can obtain information from the Federal Trade Commission (FTC) about taking steps to avoid identity theft at: <https://consumer.ftc.gov/features/identity-theft>. The FTC recommends that individuals check their credit reports periodically in order to spot problems and address them quickly. Under federal law, you are entitled to receive your credit report from each of the three national credit reporting agencies once per year, free of charge, whether or not you suspect any unauthorized activity on your account. You may obtain your free annual credit report from each of the national credit reporting agencies by visiting

www.annualcreditreport.com, by calling 877-322-8228 or by mailing your request to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281.

We sincerely apologize for this incident and regret any inconvenience it may cause you. Please be assured that we take the privacy and security of all confidential information entrusted to us very seriously. Should you have any questions or concerns regarding this matter, please do not hesitate to contact us at 833-901-4625. Be prepared to provide engagement number B096405.

Sincerely,

A handwritten signature in black ink, appearing to read "Joseph A. Peay". The signature is fluid and cursive, with the first name "Joseph" being the most prominent.

Joseph A. Peay, CEO
Murfreesboro Medical Clinic & SurgiCenter

