



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

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ANYTOWN, FC 1A2 B3C

COUNTRY



September 15, 2023

Dear Sample A. Sample,

RE: Notice of Data Breach

Infian, a Constellation Kidney Group business and division of Quantitative Medical Systems, Inc. (“Infian”), writes you today to provide formal notice of a recent data breach that has impacted some of your personal information, including some protected health information. Infian provides an electronic health record software product (the “Product”) to its customers, including “[Company]” (the “Provider”), with whom you have a current or prior relationship. Infian processes your personal information on behalf of your Provider as part of the Product that it supplies to Provider.

What information is involved?

As a result of Infian’s investigation, we can confirm that the following types of your personal information were impacted by this data breach: [Extra1]

What we are doing.

Upon discovering this incident, Infian, with help from its data breach response and forensic investigation vendor, took immediate steps to neutralize the threat, harden the hosting environment, and investigate the full scope of the unauthorized activity. As part of Infian’s remediation efforts and in coordination with its data breach response and forensic investigation vendor, Infian changed and strengthened passwords, implemented additional instances of multi-factor authentication, and deployed new technical safeguards. While Infian is confident that this incident has been fully contained and the cause of this incident has been remediated, Infian is going to continue to work with its forensic investigation vendor to ensure all of its technical and organizational security practices are aligned with industry best practices.

At this time, there is no evidence that your personal information has been misused; however, out of an abundance of caution, and to protect against any potential misuse of your personal information, Infian has engaged Experian, an industry-leading vendor, to provide you with ## months of complimentary credit monitoring services and identity theft protection. We urge you to sign up for this service.

ENGAGE#

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Experian's® IdentityWorksSM product provides you with superior identity detection and resolution of any identity theft. To activate your membership and start monitoring your personal information please follow the steps below:

- Ensure that you enroll by: **December 31, 2023** (Your code will not work after this date.)
- Visit the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/credit>
- Enter your activation code: **ABCDEFGHI**

If you have questions about the Experian IdentityWorks 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 855-919-2743 by December 31, 2023. Be prepared to provide engagement number ENGAGE# as proof of eligibility for the identity restoration services by Experian.

Upon completion of the enrollment process, you will have access to the following features:

- ✓ **Experian credit report at signup:** See what information is associated with your credit file. Daily credit reports are available for online members only (offline members will be eligible to call for additional reports quarterly after enrolling).
- ✓ **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. 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.

What you can do.

In addition to enrolling in your complimentary credit monitoring service, we encourage you to remain vigilant by taking the following preventive measures:

- **If you receive communications that you were not expecting that purport to be from Infian or the Provider asking for account or any other personal information, please consider such communications to be fraudulent, and contact us immediately using the contact information listed in the "For more information" section below.**
- Never respond to any unsolicited requests for your financial or personal information.
- Report this incident to your financial and credit account providers so they can heighten the fraud monitoring that they already do on your behalf.
- Remain vigilant about any unauthorized transactions on your financial or credit accounts. If you see anything that looks suspicious, or suspect fraudulent transactions have taken place, call your bank immediately.
- Be aware of any phishing or spoofing attempts. A phishing email is an impersonation tactic used to deceive individuals into thinking that the email came from a trusted source. For example, the displayed name may say that the email came from John Doe, however, the sender's email address contains an extra symbol or letter than the genuine business email address.
- Avoid clicking on links or downloading attachments from suspicious emails.

For more information about steps you can take in response to this incident, please review the pages that follow this letter.

For more information.

We apologize for any inconvenience or concern this incident may cause you. Should you have any questions, you can contact Infian's dedicated incident response line at **1-800-371-3292** or email Infian at incidentresponse@infian.com. Thank you for your understanding and patience.

Sincerely,

Dan Schiller
President, Constellation Kidney Group



ADDITIONAL STEPS YOU CAN TAKE

We remind you it is always advisable to be vigilant for incidents of fraud or identity theft by reviewing your account statements and free credit reports for any unauthorized activity. You may obtain a copy of your credit report, free of charge, once every 12 months from each of the three nationwide credit reporting companies. To order your annual free credit report, please visit www.annualcreditreport.com or call toll free at 1-877-322-8228. Contact information for the three nationwide credit reporting companies is as follows:

- *Equifax*, PO Box 740241, Atlanta, GA 30374, www.equifax.com, 1-888-378-4329
- *Experian*, PO Box 2002, Allen, TX 75013, www.experian.com, 1-888-397-3742
- *TransUnion*, PO Box 1000, Chester, PA 19016, www.transunion.com, 1-800-916-8800

If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should immediately contact the Federal Trade Commission and/or the Attorney General's office in your state. You can obtain information from these sources about steps an individual can take to avoid identity theft as well as information about fraud alerts and security freezes. You should also contact your local law enforcement authorities and file a police report. Obtain a copy of the police report in case you are asked to provide copies to creditors to correct your records. Contact information for the Federal Trade Commission is as follows:

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

Fraud Alerts and Credit or Security Freezes:

Fraud Alerts: There are two types of general fraud alerts you can place on your credit report to put your creditors on notice that you may be a victim of fraud—an initial alert and an extended alert. You may ask that an initial fraud alert be placed on your credit report if you suspect you have been, or are about to be, a victim of identity theft. An initial fraud alert stays on your credit report for one year. You may have an extended alert placed on your credit report if you have already been a victim of identity theft with the appropriate documentary proof. An extended fraud alert stays on your credit report for seven years.

To place a fraud alert on your credit reports, contact one of the nationwide credit bureaus. A fraud alert is free. The credit bureau you contact must tell the other two, and all three will place an alert on their versions of your report.

For those in the military who want to protect their credit while deployed, an Active Duty Military Fraud Alert lasts for one year and can be renewed for the length of your deployment. The credit bureaus will also take you off their marketing lists for pre-screened credit card offers for two years, unless you ask them not to.

Credit or Security Freezes: You have the right to put a credit freeze, also known as a security freeze, on your credit file, free of charge, which makes it more difficult for identity thieves to open new accounts in your name. That's because most creditors need to see your credit report before they approve a new account. If they can't see your report, they may not extend the credit.

How do I place a freeze on my credit reports? There is no fee to place or lift a security freeze. Unlike a fraud alert, you must separately place a security freeze on your credit file at each credit reporting company. For information and instructions to place a security freeze, contact each of the credit reporting agencies at the addresses below:

- **Experian Security Freeze**, PO Box 9554, Allen, TX 75013, www.experian.com
- **TransUnion Security Freeze**, PO Box 160, Woodlyn, PA 19094, www.transunion.com
- **Equifax Security Freeze**, PO Box 105788, Atlanta, GA 30348, www.equifax.com

You'll need to supply your name, address, date of birth, Social Security number and other personal information.

After receiving your freeze request, each credit bureau will provide you with a unique PIN (personal identification number) or password. Keep the PIN or password in a safe place. You will need it if you choose to lift the freeze.

How do I lift a freeze? A freeze remains in place until you ask the credit bureau to temporarily lift it or remove it altogether. If the request is made online or by phone, a credit bureau must lift a freeze within one hour. If the request is made by mail, then the bureau must lift the freeze no later than three business days after getting your request.

If you opt for a temporary lift because you are applying for credit or a job, and you can find out which credit bureau the business will contact for your file, you can save some time by lifting the freeze only at that particular credit bureau. Otherwise, you need to make the request with all three credit bureaus.

Quantitative Medical Services, Inc. is located at 11350 McCormick Road, EP3, Suite 200, Hunt Valley, Maryland, 21031 and can be reached at dschiller@gms-us.com.

Additional information for residents of the following states:

Connecticut: You may contact and obtain information from your state attorney general at: *Connecticut Attorney General's Office*, 165 Capitol Ave, Hartford, CT 06106, 1-860-808-5318, www.ct.gov/ag

District of Columbia: You may contact and obtain information from your attorney general at: Office of the Attorney General for the District of Columbia, 441 4th Street NW, Washington, DC 20001, 1-202-727-3400, www.oag.dc.gov

Maryland: You may contact and obtain information from your state attorney general at: *Maryland Attorney General's Office*, 200 St. Paul Place, Baltimore, MD 21202, 1-888-743-0023 / 1-410-576-6300, www.oag.state.md.us

Massachusetts: to the extent that a police report was filed in connection with this security breach, you have a right to request a copy of this police report.

New York: You may contact and obtain information from these state agencies: *New York Department of State Division of Consumer Protection*, One Commerce Plaza, 99 Washington Ave., Albany, NY 12231-0001, 518-474-8583 / 1-800-697-1220, <http://www.dos.ny.gov/consumerprotection>; and *New York State Office of the Attorney General*, The Capitol, Albany, NY 12224-0341, 1-800-771-7755, <https://ag.ny.gov>

North Carolina: You may contact and obtain information from your state attorney general at: *North Carolina Attorney General's Office*, 9001 Mail Service Centre, Raleigh, NC 27699, 1-919-716-6000 / 1-877-566-7226, www.ncdoj.gov

Rhode Island: This incident involves 6 individuals in Rhode Island. Under Rhode Island law, you have the right to file and obtain a copy of a police report. You also have the right to request a security freeze, as described above. You may contact and obtain information from your state attorney general at: *Rhode Island Attorney General's Office*, 150 South Main Street, Providence, RI 02903, 1-401-274-4400, www.riag.ri.gov

New Mexico – A Summary of Your Rights Under the Fair Credit Reporting Act: The federal Fair Credit Reporting Act (FCRA) promotes the accuracy, fairness, and privacy of information in the files of consumer reporting agencies. There are many types of consumer reporting agencies, including credit bureaus and specialty agencies (such as agencies that sell information about check writing histories, medical records, and rental history records). Your major rights under the FCRA are summarized below. For more information, including information about additional rights, go to www.consumerfinance.gov/learnmore or write to: Consumer Financial Protection Bureau, 1700 G Street NW, Washington, DC 20552.

- You must be told if information in your file has been used against you.
- You have the right to know what is in your file.
- You have the right to ask for a credit score.
- You have the right to dispute incomplete or inaccurate information.
- Consumer reporting agencies must correct or delete inaccurate, incomplete, or unverifiable information.
- Consumer reporting agencies may not report outdated negative information.
- Access to your file is limited.
- You must give your consent for reports to be provided to employers.
- You may limit “prescreened” offers of credit and insurance you get based on information in your credit report.
- You have a right to place a “security freeze” on your credit report, which will prohibit a consumer reporting agency from releasing information in your credit report without your express authorization.
- You may seek damages from violators.
- Identity theft victims and active duty military personnel have additional rights.

