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Suwanee, GA 30024

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SAMPLE A. SAMPLE - Adult - L01

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ANYTOWN, US 12345-6789



November 27, 2023

**RE: NOTICE OF DATA SECURITY EVENT**

Dear Sample A. Sample:

At Robeson Health Care Corporation (“RHCC”), we take the privacy and security of patient information seriously. We are therefore notifying you of a data security event. Please read this letter carefully.

**What Happened?**

On February 21, 2023, RHCC became aware that our computer network was affected by malware. We disconnected our network from the internet and partnered with computer forensic specialists to restore our systems safely and understand the nature and scope of the event. We commenced a thorough investigation which determined on or about March 31, 2023, that an unauthorized third-party gained access to our systems between February 17 and February 21, 2023. RHCC has no indication that our electronic medical records (EMR) data bases were accessed without authorization. However, based on available evidence, we conducted a fulsome and comprehensive review of all legacy system data present on our network. On October 9, 2023, we concluded that review of former patient information and confirmed that some of your sensitive personal information could have been viewed or taken during the period of unauthorized access. We are notifying you accordingly, and out of an abundance of caution.

**What Information Was Involved?**

The information potentially accessible on our network included your name in combination with your [Extra1]. **We stress that to date, we have received no reports or evidence to suggest fraud or identity theft occurred as a result of this event.**

**What We Are Doing**

Upon discovery of the suspicious activity, we disconnected our network from the internet and partnered with computer forensics specialists to restore our systems safely. We conducted a thorough investigation to understand the nature and scope of the event. We reset passwords and enabled multi-factor authentication for all users. We also conducted a fulsome and comprehensive review of all legacy system data present on our network to provide any potentially impacted individual notice of this event out of an abundance of caution. While we have no indications of misuse of your data, we have continued to review the policies and procedures in place prior to the event, to identify ways to strengthen our security going forward.

As an added precaution to help protect your identity, we are offering complimentary access to Experian IdentityWorks<sup>SM</sup> for [Extra2] months.

If you believe there was fraudulent use of your information as a result of this incident and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent. 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 from the date of the incident (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 Identity Restoration is available to you for [Extra2] 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](http://www.ExperianIDWorks.com/restoration).

While identity restoration assistance is immediately available to you, we also encourage you to activate the fraud detection tools available through Experian IdentityWorks as a complimentary [Extra2]-month membership. This product provides you with superior identity detection and resolution of identity theft. To start monitoring your personal information, please follow the steps below:

- Ensure that you **enroll** by February 29, 2024 (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/credit>
- Provide your **activation code**: **ABCDEFGHI**

If you have questions about the product, need assistance with Identity Restoration that arose as a result of this incident, or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at 1-833-603-7252 by February 29, 2024. Please be prepared to provide engagement number [Engagement Number] as proof of eligibility for the Identity Restoration services by Experian.

### **What You Can Do**

We encourage you to remain vigilant for instances of fraud or identity theft, from any source. You should monitor your account statements, credit reports, and explanations of benefits (EOBs) and report any suspicious activity to your financial institution or the appropriate service provider. You may also file a report with law enforcement, your state attorney general, and/or the Federal Trade Commission. Please refer to the enclosed documentation titled "Additional Steps to Help Protect Your Information" for more information and recommended steps you can take in response to this event, should you find it appropriate to do so.

### **Other Important Information**

RHCC is committed to protecting the information that is entrusted in our care. We apologize for any concern or inconvenience caused by this event.

### **For More Information**

If you have further questions in regard to this matter, please contact our dedicated response line at 1-833-603-7252, Monday to Friday 9:00 AM to 11:00 PM (Eastern) and Saturday & Sunday 11:00 AM to 8:00 PM (Eastern), for further information and assistance.

Sincerely,

Robeson Health Care Corporation ("RHCC")

## ADDITIONAL STEPS TO HELP PROTECT YOUR INFORMATION

**Review Personal Account Statements and Credit Reports.** We recommend that you remain vigilant by reviewing personal account statements and monitoring credit reports to detect any errors or unauthorized activity. Under federal law, you also are entitled every 12 months to one free copy of your credit report from each of the three major credit reporting companies. To obtain a free annual credit report, go to [www.annualcreditreport.com](http://www.annualcreditreport.com) or call (877) 322-8228. You may wish to stagger your requests so that you receive a free report by one of the three credit bureaus every four months. If you discover any suspicious items, you should report any incorrect information on your report to the credit reporting agency. The names and contact information for the credit reporting agencies are:

Equifax  
1-888-298-0045  
P.O. Box 105069  
Atlanta, GA 30348  
[www.equifax.com](http://www.equifax.com)

Experian  
1-888-397-3742  
P.O. Box 9554  
Allen, TX 75013  
[www.experian.com](http://www.experian.com)

TransUnion  
1-800-680-7289  
P.O. Box 2000  
Chester, PA 19022  
[www.transunion.com](http://www.transunion.com)

**Report Suspected Fraud.** You have the right to file a police report if you ever experience identity fraud. Please note that in order to file a crime report or incident report with law enforcement for identity theft, you will likely need to provide some kind of proof that you have been a victim. A police report is often required to dispute fraudulent items. You should report suspected incidents of identity theft to local law enforcement, your state's Attorney General, and/or the Federal Trade Commission.

**Place Fraud Alerts.** A fraud alert tells businesses that check your credit that they should check with you before opening a new account. Initial fraud alerts will last one year. Fraud alerts are free and identity theft victims can get an extended fraud alert for up to seven years. If you choose to place a fraud alert, we recommend you do this after activating your credit monitoring. To place a fraud alert, contact the nationwide credit reporting agencies by phone or online using the above contact information. For more information, visit <https://www.consumer.ftc.gov/articles/0275-place-fraud-alert>.

**Place a Security Freeze.** Security freezes, also known as credit freezes, restrict access to your credit file, making it harder for identity thieves to open new accounts in your name. You can freeze and unfreeze your credit file for free. You also can get a free freeze for your children who are under 16. And if you are someone's guardian, conservator, or have a valid power of attorney, you can get a free freeze for that person, too. To place a security freeze, contact the nationwide credit reporting agencies by phone or online using the above contact information. If you request a freeze online or by phone, the agency must place the freeze within one business day. If you request a lift of the freeze, the agency must lift it within one hour. If you make your request by mail, the agency must place or lift the freeze within three business days after it gets your request. You also can lift the freeze temporarily without a fee. Also, do not confuse freezes with locks. They work in a similar way, but locks may have monthly fees. If you want a free freeze guaranteed by federal law, then opt for a freeze, not a lock. For more information, visit <https://www.consumer.ftc.gov/articles/0497-credit-freeze-faqs>.

**Obtain Additional Information** about the steps you can take to avoid identity theft from the following entities:

- **District of Columbia Residents:** District of Columbia Attorney General may be contacted at 400 6th Street, NW, Washington, D.C. 20001; <https://oag.dc.gov>; and (202) 727-3400;
- **Maryland Residents:** Office of the Attorney General of Maryland, Consumer Protection Division may be contacted at 200 St. Paul Place, 16th Flr., Baltimore, MD 21202, [www.marylandattorneygeneral.gov](http://www.marylandattorneygeneral.gov), and toll-free at (888) 743-0023 or (410) 528-8662;

- **New Mexico Residents:** You have certain rights under the FCRA, which you can read about by visiting <https://consumer.ftc.gov/articles/0070-credit-your-consumer-rights> and [https://consumer.ftc.gov/sites/default/files/articles/pdf/pdf-0070-credit-and-your-consumer-rights\\_1.pdf](https://consumer.ftc.gov/sites/default/files/articles/pdf/pdf-0070-credit-and-your-consumer-rights_1.pdf). These rights include: (1) You must be told if information in your file has been used against you; (2) You have the right to know what is in your file (you “file disclosure”); (3) You have the right to ask for a credit score; (4) You have the right to dispute incomplete or inaccurate information; (5) Consumer reporting agencies must correct or delete inaccurate, incomplete, or unverifiable information; (6) Consumer reporting agencies may not report outdated negative information; (7) Access to your file is limited to people with a valid need; (8) You must give your consent for reports to be provided to employers; (8) You may limit “prescreened” offers of credit and insurance you get based on information in your credit report; (9) You may seek damages from violators; and (10) identity theft victims and active duty military personnel have additional rights. For more information review [www.consumerfinance.gov/f/201504\\_cfpb\\_summary\\_your-rights-under-fcra.pdf](http://www.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf); or contact Consumer Response Center, Room 130-A, Federal Trade Commission, 600 Pennsylvania Ave NW, Washington, DC 20580;
- **New York Residents:** New York Attorney General may be contacted at Office of Attorney General, The Capitol, Albany, NY 12224-0341, <https://ag.ny.gov>, and (800) 771-7755;
- **North Carolina Residents:** Office of the Attorney General of North Carolina may be contacted at 9001 Mail Service Center, Raleigh, NC 27699-9001, <https://ncdoj.gov>, (919) 716-6400;
- **Rhode Island Residents:** Office of the Rhode Island Attorney General may be contacted at 150 South Main Street, Providence, Rhode Island 02903, [www.riag.ri.gov](http://www.riag.ri.gov), and (401) 274-4400. Under Rhode Island law, you have the right to obtain a police report. 3 Rhode Island residents were impacted by this incident;
- **All US Residents:** Identity Theft Clearinghouse, Federal Trade Commission may be contacted at 600 Pennsylvania Avenue, NW Washington, DC 20580, [www.consumer.ftc.gov](http://www.consumer.ftc.gov), 1-877-IDTHEFT (438-4338). This notification was not delayed by law enforcement.

## ADDITIONAL DETAILS REGARDING YOUR [Extra2]-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 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.
- **\$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.