

Hi-School Pharmacy  
 c/o Cyberscout  
 PO Box 1286  
 Dearborn, MI 48120-9998



December 5, 2023

Subject: Notice of Data Security Incident

Dear [REDACTED]:

I am writing to inform you of a data security incident that may have affected your personal information. At Hi-School Pharmacy, we take the privacy and security of personal information very seriously. This letter provides steps you can take to protect your information, including enrolling in complimentary credit monitoring and identity protection services we are making available to you.

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 consumer 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.

You must place your request for a freeze with each of the three (3) major consumer reporting agencies: Equifax ([www.equifax.com](http://www.equifax.com)); Experian ([www.experian.com](http://www.experian.com)); and TransUnion ([www.transunion.com](http://www.transunion.com)). To place a security freeze on your credit report, you may send a written request by regular, certified or overnight mail at the address 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:

**Equifax Security Freeze:** P.O. Box 105788, Atlanta, GA 30348, 1-800-349-9960,  
<https://www.equifax.com/personal/credit-report-services/>

**Experian Security Freeze:** P.O. Box 9554, Allen, TX 75013, 1-888-397-3742,  
<https://www.experian.com/freeze/center.html>

**TransUnion Security Freeze:** P.O. Box 2000, Chester, PA 19016, 1-888-909-8872,  
<https://www.freeze.transunion.com>

In order to request a security freeze, you will need to provide some or all of 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 (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.);

**Hi-School Pharmacy**

916 West Evergreen Blvd | Vancouver, Washington 98660

7. 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 consumer 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. 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 call or send a request to the consumer reporting agencies and include proper identification (name, address, and Social Security Number) and the PIN 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 consumer 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 request to each of the three (3) consumer reporting agencies and include proper identification (name, address, and Social Security Number) and the PIN or password provided to you when you placed the security freeze. The consumer reporting agencies have three (3) business days after receiving your request to remove the security freeze. No fee is required to be paid to any of the consumer reporting agencies to place, lift or remove a security freeze.

In order to determine whether any unauthorized credit was obtained with your information, you may obtain a copy of your credit report at [www.annualcreditreport.com](http://www.annualcreditreport.com) or 1-877-322-8228. You may also request information on how to place a fraud alert by contacting any of the above consumer reporting agencies. A fraud alert is intended to alert you if someone attempts to obtain credit in your name without your consent. It is recommended that you remain vigilant for any incidents of fraud or identity theft by reviewing credit card account statements and your credit report for unauthorized activity. You may also contact the Federal Trade Commission (FTC) to learn more about how to prevent identity theft:

FTC, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, D.C. 20580,  
[www.ftc.gov/bcp/edu/microsites/idtheft/](http://www.ftc.gov/bcp/edu/microsites/idtheft/) 1-877-IDTHEFT (438-4338).

We are also offering you complimentary credit monitoring and identity protection services by Cyberscout through Identity Force, a TransUnion company specializing in fraud assistance and remediation services. These services include 24 months of single bureau credit monitoring, report, and credit score services, proactive fraud assistance and remediation services, and a \$1 million identity fraud loss reimbursement policy.

**How do I enroll for the free services?** To enroll in Credit Monitoring services at no charge, please log on to <https://secure.identityforce.com/benefit/hsp> and follow the instructions provided. When prompted please provide the following unique code to receive services: [REDACTED]. In order for you to receive the monitoring services described above, you must enroll within 90 days from the date of this letter. The enrollment requires an internet connection and e-mail account and may not be available to minors under the age of 18 years of age. Please note that when signing up for monitoring services, you may be asked to verify personal information for your own protection to confirm your identity.

**For More Information.** Further information about how to protect your personal information appears on the following page. If you have questions or need assistance, please call 1-833-519-0755 Monday through Friday from 5 am to 5 pm Pacific Time, excluding holidays. We take your trust in us and this matter very seriously. Please accept our sincere apologies for any worry or inconvenience this may cause.

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Sincerely,



Jack Holt, President

Hi-School Pharmacy  
c/o Cyberscout  
PO Box 1286  
Dearborn, MI 48120-9998



December 5, 2023

Subject: Notice of Data Security Incident

Dear [REDACTED]:

I am writing to inform you of a data security incident that may have affected your personal information. At Hi-School Pharmacy, we take the privacy and security of personal information very seriously. This is why we are informing you of the incident and providing you with steps you can take to protect your personal information.

**What Happened?** On November 3, 2023, Hi-School Pharmacy experienced a disruption in our computer network. We immediately initiated an investigation and engaged digital forensic experts to assist us with the process. The forensic investigation determined that certain personal information may have been acquired without authorization during the incident. We conducted a thorough review of the affected information and on November 21, 2023 determined that your information was involved. We then engaged a consumer remediation firm and worked with them to provide you notification and identity protection services as soon as possible.

**What Information Was Involved?** The information may have included your [REDACTED].

**What We Are Doing.** As soon as we discovered this incident, we took the steps described above. We also notified the FBI and will provide whatever cooperation may be necessary to hold the perpetrators accountable. We have also implemented measures to enhance network security and minimize the risk of a similar incident occurring in the future.

**What You Can Do.** You can follow the recommendations on the following page to help protect your personal information.

**For More Information.** Further information about how to protect your personal information appears on the following page. If you have questions or need assistance, please call 1-833-519-0755 Monday through Friday from 5 am to 5 pm Pacific Time, excluding holidays. We take your trust in us and this matter very seriously. Please accept our sincere apologies for any worry or inconvenience this may cause.

Sincerely,

A handwritten signature in black ink, appearing to read "Jack Holt", written over a white background.

Jack Holt, President

## STEPS YOU CAN TAKE TO PROTECT YOUR PERSONAL INFORMATION

**Review Your Account Statements and Notify Law Enforcement of Suspicious Activity:** As a precautionary measure, we recommend that you remain vigilant by reviewing your account statements and credit reports closely. If you detect any suspicious activity on an account, you should promptly notify the financial institution or company with which the account is maintained. You also should promptly report any fraudulent activity or any suspected incidence of identity theft to proper law enforcement authorities, your state attorney general, and/or the Federal Trade Commission (FTC).

**Copy of Credit Report:** You may obtain a free copy of your credit report from each of the three major credit reporting agencies once every 12 months by visiting <http://www.annualcreditreport.com/>, calling toll-free 1-877-322-8228, or by completing an Annual Credit Report Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348. You also can contact one of the following three national credit reporting agencies:

**Equifax**

P.O. Box 105851  
Atlanta, GA 30348  
1-800-525-6285  
[www.equifax.com](http://www.equifax.com)

**Experian**

P.O. Box 9532  
Allen, TX 75013  
1-888-397-3742  
[www.experian.com](http://www.experian.com)

**TransUnion**

P.O. Box 2000  
Chester, PA 19016  
1-800-916-8800  
[www.transunion.com](http://www.transunion.com)

**Fraud Alert:** You may want to consider placing a fraud alert on your credit report. An initial fraud alert is free and will stay on your credit file for at least one year. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any accounts in your name. To place a fraud alert on your credit report, contact any of the three credit reporting agencies identified above. Additional information is available at <http://www.annualcreditreport.com>.

**Security Freeze:** You have the right to put a security freeze on your credit file for up to one year at no cost. This will prevent new credit from being opened in your name without the use of a PIN number that is issued to you when you initiate the freeze. A security freeze is designed to prevent potential creditors from accessing your credit report without your consent. As a result, using a security freeze may interfere with or delay your ability to obtain credit. You must separately place a security freeze on your credit file with each credit reporting agency. In order to place a security freeze, you may be required to provide the consumer reporting agency with information that identifies you including your full name, Social Security number, date of birth, current and previous addresses, a copy of your state-issued identification card, and a recent utility bill, bank statement or insurance statement.

**Additional Free Resources:** You can obtain information from the consumer reporting agencies, the FTC, or from your respective state Attorney General about fraud alerts, security freezes, and steps you can take toward preventing identity theft. You may report suspected identity theft to local law enforcement, including to the FTC or to the Attorney General in your state.

**Federal Trade Commission**

600 Pennsylvania Ave, NW  
Washington, DC 20580  
[consumer.ftc.gov](http://consumer.ftc.gov), and  
[www.ftc.gov/idtheft](http://www.ftc.gov/idtheft)  
1-877-438-4338

**Maryland Attorney General**

200 St. Paul Place  
Baltimore, MD 21202  
[oag.state.md.us](http://oag.state.md.us)  
1-888-743-0023

**New York Attorney General**

Bureau of Internet and Technology  
Resources  
28 Liberty Street  
New York, NY 10005  
1-212-416-8433

**North Carolina Attorney General**

9001 Mail Service Center  
Raleigh, NC 27699  
[ncdoj.gov](http://ncdoj.gov)  
1-877-566-7226

**Oregon Attorney General**

1162 Court Street NE  
Salem, OR 97301  
[doj.state.or.us](http://doj.state.or.us)  
1-877-877-9392

**Washington Attorney General**

800 5th Avenue, Suite 2000  
Seattle, WA 98104-3188  
[atg.wa.gov](http://atg.wa.gov)  
1-206-464-6684/1-800-551-4636

**You also have certain rights under the Fair Credit Reporting Act (FCRA):** These rights include to know what is in your file; to dispute incomplete or inaccurate information; to have consumer reporting agencies correct or delete inaccurate, incomplete, or unverifiable information; as well as other rights. For more information about the FCRA, and your rights pursuant to the FCRA, please visit [https://www.ftc.gov/system/files/documents/statutes/fair-credit-reporting-act/545a\\_fair-credit-reporting-act-0918.pdf](https://www.ftc.gov/system/files/documents/statutes/fair-credit-reporting-act/545a_fair-credit-reporting-act-0918.pdf).