



C/O ID Experts  
P.O. Box 10444  
Dublin OH 43017-4044

To Enroll, Please Call:  
(866) 893-0232  
Or Visit:  
<https://app.myidcare.com/account-creation/protect>  
Enrollment Code: [XXXXXXXXXX]

<<First Name>> <<Last Name>>  
<<Address 1>>  
<<Address 2>>  
<<City>>, <<State>> <<Zip>>

August 15, 2018

### NOTICE OF DATA BREACH

Dear <<First Name>> <<Last Name>>:

We are writing to inform you of an incident at Authentic Recovery, LLC that may have resulted in the disclosure of your personal information. Your Social Security number was **not** exposed and remains secure. We take the security of your personal information very seriously, and sincerely apologize for any inconvenience this incident may cause. This letter contains information about steps you can take to protect your information and measures we have implemented to keep your information secure.

#### WHAT HAPPENED?

On June 21, 2018, we learned that an unauthorized third party gained access to one of our secure email accounts. We immediately began an investigation and notified local and federal authorities. The investigation determined that the unauthorized access occurred between June 7, 2018 and June 21, 2018. Upon discovery of the incident, we immediately terminated any unauthorized access to the email account.

#### WHAT INFORMATION WAS INVOLVED?

Your name, an indication that you are or were a client, or potential client, of Authentic Recovery, and/or limited clinical information may have been exposed in the incident. Your Social Security number was **not** exposed.

#### WHAT YOU CAN DO.

While there is no evidence of any misuse of your information, out of an abundance of caution, we are offering you twelve (12) months of complimentary MyIDCare identity theft protection services through IDExperts. To receive these services, you must enroll with IDExperts by calling toll free at (866) 893-0232 by November 15, 2018. Please use the enrollment code found above to enroll in MyIDCare. Also attached to this letter are steps you can take to protect your personal information.

#### WHAT WE ARE DOING.

We want you to know that we are taking steps to stop a similar event from occurring in the future. This includes implementing additional safeguards to further secure all email account information and providing additional training about the proper way to secure our information systems. All of our systems and your information remain secure.

FOR MORE INFORMATION.

We sincerely regret any inconvenience or concern that this matter may cause you and remain dedicated to protecting your information. Please call toll-free number at (866) 893-0232 between the hours of 5:00 am to 5:00 pm (PDT) Monday through Friday with any questions or concerns.

Sincerely,

A handwritten signature in black ink, appearing to read "Heather Garrett", with a stylized flourish at the end.

Heather Garrett  
Chief Financial Officer and  
Director of Human Resources

## ***Additional Important Information***

**For residents of Hawaii, Michigan, Missouri, Virginia, Vermont, and North Carolina:** It is recommended by state law that you remain vigilant for incidents of fraud and identity theft by reviewing credit card account statements and monitoring your credit report for unauthorized activity.

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It is required by state laws to inform you that you may obtain a copy of your credit report, free of charge, whether or not you suspect any unauthorized activity on your account. You may obtain a free copy of your credit report from each of the nationwide three credit reporting agencies. To order your free credit report, please visit [www.annualcreditreport.com](http://www.annualcreditreport.com), or call toll-free at 1-877-322-8228. You can also order your annual free credit report by mailing a completed Annual Credit Report Request Form (available at <https://www.consumer.ftc.gov/articles/0155-free-credit-reports>) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281.

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**For residents of Iowa:**

State law advises you to report any suspected identity theft to law enforcement or to the Attorney General.

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**For residents of New Mexico:**

State laws requires you be informed of your rights under the Federal Fair Credit Reporting Act: (a) You must be told if information in your file has been used against you; (b) You have the right to know what is in your file; (c) You have the right to ask for a credit score; (d) You have the right to dispute incomplete or inaccurate information; (e) Consumer reporting agencies must correct or delete inaccurate, incomplete, or unverifiable information; (f) Consumer reporting agencies may not report outdated negative information; (g) Access to your file is limited; (h) You must give your consent for reports to be provided to employers; (i) You may limit “prescreened” offers of credit and insurance you get based on information in your credit report; (j) You may seek damages from violators; and (k) Identity theft victims and active duty military personnel have additional rights. A copy of these rights can be accessed via the Federal Trade Commission, at <https://www.consumer.ftc.gov/articles/pdf-0096-fair-credit-reporting-act.pdf>.

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**Maryland Office of the  
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Consumer Protection  
Division  
200 St. Paul Place  
Baltimore, MD 21202  
1-888-743-0023  
[www.oag.state.md.us](http://www.oag.state.md.us)

**Rhode Island Office of the  
Attorney General**

Consumer Protection  
150 South Main Street  
Providence RI 02903  
1-401-274-4400  
[www.riag.ri.gov](http://www.riag.ri.gov)

**North Carolina Office of  
the**

**Attorney General**  
Consumer Protection  
Division  
9001 Mail Service Center  
Raleigh, NC 27699-9001  
1-877-566-7226  
[www.ncdoj.com](http://www.ncdoj.com)

**Federal Trade Commission**

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

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P.O. Box 740256  
Atlanta, GA 30348  
www.equifax.com  
800-525-6285

**Experian**

P.O. Box 9554  
Allen, TX 75013  
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888-397-3742

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P.O. Box 2000  
Chester, PA 19016  
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Consumer Protection  
Division  
200 St. Paul Place  
Baltimore, MD 21202  
1-888-743-0023  
[www.oag.state.md.us](http://www.oag.state.md.us)

**Rhode Island Office of the Attorney General**

Consumer Protection  
150 South Main Street  
Providence RI 02903  
1-401-274-4400  
[www.riag.ri.gov](http://www.riag.ri.gov)

**North Carolina Office of the Attorney General**

Consumer Protection  
Division  
9001 Mail Service Center  
Raleigh, NC 27699-9001  
1-877-566-7226  
[www.ncdoj.com](http://www.ncdoj.com)

**Federal Trade Commission**

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

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State laws requires you be informed of your rights under the Federal Fair Credit Reporting Act: (a) You must be told if information in your file has been used against you; (b) You have the right to know what is in your file; (c) You have the right to ask for a credit score; (d) You have the right to dispute incomplete or inaccurate information; (e) Consumer reporting agencies must correct or delete inaccurate, incomplete, or unverifiable information; (f) Consumer reporting agencies may not report outdated negative information; (g) Access to your file is limited; (h) You must give your consent for reports to be provided to employers; (i) You may limit “prescreened” offers of credit and insurance you get based on information in your credit report; (j) You may seek damages from violators; and (k) Identity theft victims and active duty military personnel have additional rights. A copy of these rights can be accessed via the Federal Trade Commission, at <https://www.consumer.ftc.gov/articles/pdf-0096-fair-credit-reporting-act.pdf>.

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**For residents of Oregon:**

State laws advise you to report any suspected identity theft to law enforcement, including the Attorney General, and the Federal Trade Commission.

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**For residents of Maryland, Rhode Island, Illinois, and North Carolina:**

You can obtain information from the Maryland and North Carolina Offices of the Attorneys General and the Federal Trade Commission about fraud alerts, security freezes, and steps you can take toward preventing identity theft.

**Maryland Office of the Attorney General**

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

**Rhode Island Office of the Attorney General**

Consumer Protection  
150 South Main Street  
Providence RI 02903  
1-401-274-4400  
[www.riag.ri.gov](http://www.riag.ri.gov)

**North Carolina Office of the Attorney General**

Consumer Protection  
Division  
9001 Mail Service Center  
Raleigh, NC 27699-9001  
1-877-566-7226  
[www.ncdoj.com](http://www.ncdoj.com)

**Federal Trade Commission**

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

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**For residents of Massachusetts:**

It is required by state law that you are informed of your right to obtain a police report if you are a victim of identity theft

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**For residents of all states:**

**Fraud Alerts:** You can place fraud alerts with the three credit bureaus at one of the three major credit bureaus by phone and also online. You only need to contact one of the three agencies listed below; your request will be shared with the other two agencies. This statement alerts creditors of possible fraudulent activity within your report and requests that they contact you prior to establishing any accounts in your name. Once the fraud alert is added to your credit report, all creditors should contact you prior to establishing any account in your name. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit. The contact information for all three credit bureaus is below.

**Monitoring:** You should always remain vigilant and monitor your accounts for suspicious or unusual activity.

**Security Freeze:** You also have the right to place a security freeze on your credit report. A security freeze is intended to prevent credit, loans and services from being approved in your name without your consent. To place a security freeze on your credit report, you need to make a request to each consumer reporting agency. You may make that request by certified mail, overnight mail, or regular stamped mail, or by following the instructions found at the websites listed below. The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past five years; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. The request must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, display your name and current mailing address, and the date of issue. The consumer reporting agency may charge a small fee to place, life, or remove a freeze, but is free if you are a victim of identity theft or the spouse of a victim of identity theft, and you have submitted a valid police report relating to the identity theft incident to the consumer reporting agency. You may obtain a security freeze by contacting any one or more of the following national consumer reporting agencies:

**Equifax**

P.O. Box 740256  
Atlanta, GA 30348  
www.equifax.com  
800-525-6285

**Experian**

P.O. Box 9554  
Allen, TX 75013  
www.experian.com  
888-397-3742

**TransUnion**

P.O. Box 2000  
Chester, PA 19016  
www.transunion.com  
888-680-7289

More information can also be obtained by contacting the Federal Trade Commission listed above.