



1971 E. 4<sup>th</sup> Street Suite 200 Santa Ana, CA  
92705

Toll-Free Number: 1-866-272-8413

October \_\_, 2021

Customer Name:

Customer Address:

Customer City State Zip:

Dear Customer:

#### **NOTICE OF DATA BREACH**

We are writing to notify you of a recent incident involving some of your personal information. This letter provides details about the incident, measures taken to date, and resources available to help protect your information.

#### **What Happened**

Team Alvarez Insurance Services ("Team Alvarez") was recently the victim of a ransomware attack beginning on August 25, 2021. On August 25, 2021, upon discovery of the incident, Team Alvarez initiated a review of the incident and engaged legal counsel. As a result of the attack, several of Team Alvarez' servers were encrypted and some of your personal information contained on insurance enrollment forms may have been accessed by an unauthorized individual.

#### **Information Affected**

The information that was potentially accessed includes your first and last name, address, phone number, Medicare Beneficiary ID, Social Security Number, bank routing number, credit card number and date of birth.

#### **What We Are Doing**

As part of our ongoing commitment to the privacy of information in our care, Team Alvarez has contacted law enforcement and engaged outside privacy counsel. In addition, we are in the process of building new company servers and reviewing access controls across the organization. Team Alvarez has also notified relevant insurance carriers about the incident, and you may receive notification letters from some carriers directly.

As an added precaution, we arranged to have [Equifax provide credit monitoring services for twelve (12) months at no cost to you. Instructions for enrollment are enclosed.

Your personal activation code is: [ insert 12 digit code ]

#### **What You Can Do: Fraud Prevention Tips**

We do not have reason to believe your personal information will be used inappropriately because of this incident. However, we ask you to remain vigilant. Watch for services you did not receive. If you find unfamiliar activity on the statements you receive, please notify us immediately. Keep a copy of this notice in case of future problems with your medical records.

We suggest that you contact the national credit bureaus to request fraud alerts, credit freezes (also known as security freezes), and opt outs from pre-screened credit offers.

<b>Equifax</b>	<b>Experian</b>	<b>TransUnion</b>
<a href="https://www.equifax.com/personal/credit-report-services/">https://www.equifax.com/personal/credit-report-services/</a>	<a href="https://www.experian.com/help/">https://www.experian.com/help/</a>	<a href="https://www.transunion.com/credit-help">https://www.transunion.com/credit-help</a>
888-298-0045	1-888-397-3742	833-395-6938
Equifax Fraud Alert, P.O. Box 105069 Atlanta, GA 30348-5069	Experian Fraud Alert, P.O. Box 9554, Allen, TX 75013	TransUnion Fraud Alert, P.O. Box 2000, Chester, PA 19016
Equifax Credit Freeze, P.O. Box 105788 Atlanta, GA 30348-5788	Experian Credit Freeze, P.O. Box 9554, Allen, TX 75013	TransUnion Credit Freeze, P.O. Box 160, Woodlyn, PA 19094

We also suggest that you monitor your financial accounts and if you see any unauthorized activity, you should promptly contact your financial institution. If there is any unauthorized activity, we suggest that you submit a complaint with the Federal Trade Commission by calling 1.877.438.4338 or online at [www.ftccomplaintassistant.gov](http://www.ftccomplaintassistant.gov).

Even if you do not find any suspicious activity on your initial credit reports, the Federal Trade Commission (FTC) recommends that you check your credit reports periodically. Checking your credit reports periodically can help you spot a problem and address it quickly.

**For More Information**

If you have additional questions, please call our assistance line at 1-866-272-8413 between 8:00 a.m. and 5:30 p.m. PST, Monday through Friday, excluding major holidays. You may also contact us by email at [atmonitoring@teamalvarez.net](mailto:atmonitoring@teamalvarez.net)

We sincerely regret any inconvenience this incident may cause you. Protecting your information is very important to us, and we remain committed to safeguarding the information in our care.

Sincerely,

Team Alvarez