



[NAME]

[STREET ADDRESS]

[CITY, STATE AND POSTAL CODE]

[DATE]

## **NOTICE OF DATA BREACH**

Dear [NAME]:

We want to let you know about a cyberattack attempt against Telecare that took place in August 2019 which may have resulted in improper access to a limited amount of your health information. The purpose/intent of the cyberattack was financial. An attempt was made to have Telecare vendors and business contacts send payments to a fraudulent bank account. We are writing you to let you know a limited amount of your personal information (NOT including your Social Security Number) *may* have been accessed in the process.

### **What Happened?**

In early August, Telecare became aware of a fraudulent email sent by imposters to our vendors/business contacts. The imposters pretended to be a Telecare employee and tried to trick recipients into changing Telecare's bank account information. Our IT team became aware of this attempt within two hours of the fraud email being sent, and we immediately alerted our vendors/business contacts and authorities. As part of our investigation, we discovered one Telecare email account had been accessed by the unauthorized parties; this email box may have contained limited amount of Personal Information referenced in Telecare invoices.

### **What Information Was Involved?**

The types of Personal Information involved included: First Name & Last Name, Medical Information & Health Insurance Information. Please contact us at our agency contact # at the bottom of this email for specific details about your information involved.

### **What We Are Doing**

We take our responsibility to safeguard your personal information very seriously. Within two hours of identifying the fraudulent email, Telecare immediately contacted law enforcement and took other appropriate actions, including issuing fraud alerts to Telecare customers and other business contacts. Telecare will continue its training/awareness campaign to reduce the risk of cyberattacks and will implement additional technical and non-technical safeguards to further reduce risks.

### **What You Can Do**

Keep a copy of this notice for your records.

We recommend that you review your account information regularly. If you find suspicious activity on an account, you should promptly contact the financial institution or company with which the account is maintained, as well as legal authorities.

You can 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 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 can print a copy of the request form at <https://www.annualcreditreport.com/cra/requestformfinal.pdf> .

Contact information for the three national credit reporting agencies for the purpose of requesting a copy of your credit report or for general inquiries is provided below:

Equifax (800) 685-1111 [www.equifax.com](http://www.equifax.com) P.O. Box 740241 Atlanta, GA 30374

Experian (888) 397-3742 [www.experian.com](http://www.experian.com) 535 Anton Blvd., Suite 100 Costa Mesa, CA 92626

TransUnion (800) 916-8800 [www.transunion.com](http://www.transunion.com) P.O. Box 6790 Fullerton, CA 92834

In addition to the above, Telecare is prepared to provide one year of free credit monitoring. If you are interested, please contact the Telecare Breach Response Hotline at the number below.

### **Agency Contact**

For further information and assistance from Telecare, please contact the **Telecare Breach Response Hotline** between 9 a.m.- 5 p.m. PST (M-F) at **866-855-5275** or [breachresponse@telecarecorp.com](mailto:breachresponse@telecarecorp.com).

We deeply regret this incident and will work diligently to ensure the safety of all sensitive information entrusted to us.