

On Lok, Inc.
Return to IDX
10300 SW Greenburg Rd., Suite 570
Portland, OR 97223



<<First Name>> <<Last Name>>
<<Address1>> <<Address2>>
<<City>>, <<State>> <<Zip>>

To Register for Free Credit Monitoring,
Please Call:
1-833-903-3648
Or Visit:
[https://app.idx.us/account-
creation/protect](https://app.idx.us/account-creation/protect)
Enrollment Code: <<XXXXXXXXXX>>

Via First-Class Mail

August 12, 2021

Notice of Data Security Incident

Dear <<First Name>> <<Last Name>>,

You are a participant of On Lok Senior Health Services (“On Lok”). On Lok is a Program of All-Inclusive Care for the Elderly (PACE) that provides full-service healthcare to seniors across the San Francisco Bay Area. We are writing to inform you of an incident that may have exposed your information. We take the security of your personal information seriously and want to provide you with information and resources you can use to protect your information.

What Happened and What Information was Involved:

On May 14, 2021, On Lok detected and stopped a network data security incident. Upon detection, we immediately started looking into the incident to determine what happened and why it happened. We also started looking into what type of information might have been affected and whether or not your information was specifically affected. We investigated the incident thoroughly and on July 6, 2021, determined your information may have been compromised. We did not find evidence that your information was used inappropriately, but we are notifying all of our members in order to be cautious.

While we have not identified any instances of identity theft or financial fraud from this incident, the following personal information could have been exposed to unauthorized persons: first and last name, address, phone numbers, photograph, emergency contact, date of birth, medical record number, medication list, clinical problem list, start and stop dates of medications, allergies, and what help you might need for daily activities. Please note that your social security and financial account numbers **were not** included.

What We Are Doing:

When we detected this incident, we responded quickly by reviewing the security of our network environment and working with outside information technology (“IT”) specialists. We also notified law enforcement. On Lok has also reviewed and enhanced our policies and procedures relating to the security of our systems and servers, and reviewed how we manage and use information in general.

We value the safety of your personal information and are offering free credit monitoring and identity theft protection services through IDX, a company that provides protection against identity theft. IDX’s services include: 12 months of credit monitoring and help with identity theft recovery services. With this protection, IDX will help you resolve issues if you experience identity theft related to this incident.

What You Can Do:

We encourage you to contact IDX with any questions and to enroll in free IDX services by calling 1-833-903-3648 or going to <https://app.idx.us/account-creation/protect>. IDX is available Monday through Friday, 6:00 a.m. – 6:00 p.m. PST. Please note that the last day to enroll in these free services is **November 12, 2021**.

Again, at this time, there is no evidence that your information has been misused. However, we encourage you to take full advantage of this offered service. IDX representatives have been informed about this incident and can answer questions or concerns you may have regarding the protection of your personal information.

Enclosed you will find information regarding additional resources available to you, and the steps that you can take to further protect your personal information.

For More Information:

If you have any questions about the information in this letter, please call IDX services at 1-833-903-3648, Monday through Friday, 6:00 a.m. – 6:00 p.m. PST. You may also contact your On Lok Social Worker if you have other questions or need help signing up for identity theft protection services.

On Lok values the security of the personal data that we protect, and we apologize for any inconvenience that this incident has caused.

Sincerely,

A handwritten signature in black ink, appearing to read 'Peerapong Tantameng', with a stylized flourish at the end.

Peerapong Tantameng
Senior Director of Legal Affairs and Corporate Compliance
On Lok

Additional Information

Credit Reports: 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 three nationwide credit-reporting agencies. To order your free credit report, please visit 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.

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, 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 or a minor under the age of 16, 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. As of September 21, 2018, it is free to place, lift, or remove a security freeze. You may also place a security freeze for children under the age of 16. You may obtain a free security freeze by contacting any one or more of the following national consumer reporting agencies:

Equifax Security Freeze P.O. Box 105788 Atlanta, GA 30348 1-800-349-9960 https://www.equifax.com/personal/credit-report-services/credit-freeze/	Experian Security Freeze P.O. Box 9554 Allen, TX 75013 1-888-397-3742 www.experian.com/freeze/center.html	TransUnion Security Freeze P.O. Box 160 Woodlyn, PA 19094 1-800-909-8872 www.transunion.com/credit-freeze
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Fraud Alerts: You can place fraud alerts with the three credit bureaus by phone and online with:

- Equifax (https://assets.equifax.com/assets/personal/Fraud_Alert_Request_Form.pdf);
- TransUnion (<https://www.transunion.com/fraud-alerts>); or
- Experian (<https://www.experian.com/fraud/center.html>).

A fraud alert tells creditors to follow certain procedures, including contacting you, before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit. As of September 21, 2018, initial fraud alerts last for one year. Victims of identity theft can also get an extended fraud alert for seven years. The phone numbers for all three credit bureaus are listed above.

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

File Police Report: You have the right to file or obtain a police report if you 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 proof that you have been a victim. A police report is often required to dispute fraudulent items. You can generally report suspected incidents of identity theft to local law enforcement or to the Attorney General.

FTC and Attorneys General: You can further educate yourself regarding identity theft, fraud alerts, security freezes, and the steps you can take to protect yourself, by contacting the consumer reporting agencies, the Federal Trade Commission, and your state Attorney General.

The Federal Trade Commission can be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580, www.identitytheft.gov, 1-877-ID-THEFT (1-877-438-4338), TTY: 1-866-653-4261. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. You can obtain further information on how to file such a complaint by way of the contact information listed above. You have the right to file a police report if you ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for

identity theft, you will likely need to provide some proof that you have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement. This notice has not been delayed by law enforcement.