



P.O. Box 989728  
West Sacramento, CA 95798-9728

<<FIRST NAME>> <<LAST NAME>>  
<<ADDRESS1>>  
<<ADDRESS2>>  
<<CITY>>, <<STATE>> <<ZIP>>  
<<Country>>

July 22, 2022

Re: Notice of Data <<Variable Text 1>>

Dear <<FIRST NAME>> <<LAST NAME>>,

I am writing to inform you of a data security incident at Clinivate LLC. Clinivate is the electronic health records vendor for <<Variable Text 2>>. At Clinivate, we are committed to the privacy and security of all information in our possession. This is why we are notifying you of the incident and informing you about steps you can take to help safeguard your personal information.

**What Happened.** On March 23, 2022, Clinivate discovered unusual activity in its digital environment. We immediately launched an investigation with the assistance of a leading independent digital forensics firm. Through this investigation, we learned on May 25, 2022, that certain systems and files containing personal information were accessed without authorization between March 12, 2022, and March 21, 2022.

**What Information Was Involved.** The impacted information may have included your: name, medical record number, health plan beneficiary number, treatment information, diagnosis information, other medical information, and/or information relating to payment(s) for the provision of health care to you.

**What We Are Doing.** As soon as we discovered this unusual activity, we took the steps described above and enhanced our security measures to help prevent a similar incident from occurring in the future. We also notified the Federal Bureau of Investigation and will fully cooperate with any investigation.

**What You Can Do.** Please read the recommendations included with this letter which you can follow to help protect your personal information.

**For More Information.** If you have any questions or need assistance, please contact 1-833-423-0593, Monday through Friday from 6:00 AM to 6:00 PM Pacific Time, excluding major U.S. holidays, or visit <https://response.idx.us/clinivate>. Our representatives are fully versed on this incident and can help answer questions you may have regarding the protection of your information.

Please accept our sincere apologies and know that we deeply regret any worry or inconvenience that this may cause you.

Sincerely,

A handwritten signature in black ink, appearing to read "Don Lomas", with a stylized flourish extending to the right.

Don Lomas  
President  
Clinivate, LLC

## 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:

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**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.

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Bureau of Internet and Technology  
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### **North Carolina Attorney General**

#### **Consumer Protection Division**

9001 Mail Service Center  
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[ncdoj.gov](http://ncdoj.gov)  
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**What We Are Doing.** As soon as we discovered this unusual activity, we took steps to secure the environment, investigate, review the impacted data, and enhanced our security measures to help prevent a similar incident from occurring in the future. We also notified the Federal Bureau of Investigation and will fully cooperate with any investigation.

Additionally, we are providing you with information on steps you can take to help protect your personal information and offering you <<12/24>> months of complimentary identity monitoring and protection services through IDX, a data security and recovery services expert. Your complimentary IDX identity monitoring and protection services include credit and CyberScan monitoring, a \$1,000,000.00 insurance reimbursement policy, and fully managed identity theft recovery services.

**What You Can Do.** Please read the recommendations included with this letter which you can follow to help protect your personal information. You can also enroll in the complimentary services being offered to you, at no cost. Please note the enrollment deadline is October 22, 2022.

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Don Lomas  
President  
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**New York Attorney General**

Bureau of Internet and Technology  
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