



Return Mail Processing  
PO Box 589  
Claysburg, PA 16625-0589

July 17, 2020

F6544-L01-0000001 P001 T00002 \*\*\*\*\*MIXED AADC 159



SAMPLE A SAMPLE - L01 GENERAL  
APT ABC  
123 ANY ST  
ANYTOWN, US 12345-6789



Dear Sample A Sample:

At Company Name (NCP), we understand that the confidentiality and security of your information is very important, and we are committed to protecting it. We are sending you this notice because NCP was the victim of a recent cybersecurity event that may have resulted in the unauthorized access to your information. NCP is a managing partner of EXTRA2-DBA (the Clinic) where you previously received treatment. At this time, *we are not aware of any unauthorized viewing or misuse of your information.* EXTRA3 - CLINIC WEBSITE

**WHAT HAPPENED?**

On April 27, 2020, an unauthorized individual obtained access to the email account of an NCP employee. NCP became aware of the unauthorized access on May 19, 2020 and took immediate steps to contain the incident. We terminated the unauthorized access to the email account the same day it was discovered and worked with a leading cybersecurity forensics firm to investigate this matter. As part of our investigation, NCP conducted an extensive review of the employee’s email account to determine if any emails contained personal information. Unfortunately, on or around June 18, 2020, we identified information about you within the employee’s mailbox. All available evidence suggests that the unauthorized individual’s purpose was to attempt to commit financial fraud against NCP—not to seek and obtain any personal information about the Clinic’s patients. *Importantly, there is no evidence that the unauthorized person actually viewed any emails containing your information.*

**WHAT INFORMATION WAS INVOLVED?**

The information located in the mailbox included your name, mailing address, EXTRA1-DATA ELEMENTS INFO1, INFO2, INFO3, INFO4, INFO5, AND ETC.

**WHAT WE ARE DOING**

Upon learning of the situation, we immediately began an investigation, terminated the unauthorized person’s access the same day it was discovered, and enlisted the assistance of a leading cybersecurity forensics firm to investigate this matter. We have implemented additional information security measures to prevent the occurrence of a similar event in the future. We are also providing supplemental training to our employees on the importance of email security.

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As noted above, there is no indication that your personal information has been misused at this time. Nevertheless, as an added precaution, to help protect your identity, we are offering a complimentary one-year membership of Experian's® IdentityWorks<sup>SM</sup>. This product provides you with superior identity detection and resolution of identity theft. To activate your membership and start monitoring your personal information please follow the steps below:

- Ensure that you **enroll by: 10/31/2020** (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/plus>
- Provide your **activation code: ABCDEFGHI**

If you have questions about the product, need assistance with identity restoration or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at (833) 281-4826 by 10/31/2020. Be prepared to provide engagement number ENGAGEM as proof of eligibility for the identity restoration services by Experian.

#### **WHAT YOU CAN DO**

In addition to enrolling in the identity monitoring services we have arranged on your behalf, we encourage you to review the "General Information About Identity Theft Protection" materials that are included with this letter. You should always remain vigilant for threats of fraud and identity theft by regularly reviewing your account statements and credit reports.

#### **FOR MORE INFORMATION**

We regret this incident and apologize for any inconvenience it may cause you. If you have any questions or concerns, please contact us toll-free by calling (833) 281-4826.

Sincerely,



Louise Bucolo  
Chief Privacy Officer

## ADDITIONAL DETAILS REGARDING YOUR 12-MONTH EXPERIAN IDENTITYWORKS MEMBERSHIP:

A credit card is **not** required for enrollment in Experian IdentityWorks. You can contact Experian **immediately** regarding any fraud issues, and have access to the following features once you enroll in Experian IdentityWorks:

- **Experian credit report at signup:** See what information is associated with your credit file. Daily credit reports are available for online members only.\*
- **Credit Monitoring:** Actively monitors Experian file for indicators of fraud.
- **Internet Surveillance:** Technology searches the web, chat rooms & bulletin boards 24/7 to identify trading or selling of your personal information on the Dark Web.
- **Identity Restoration:** Identity Restoration specialists are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARE™:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **Up to \$1 Million Identity Theft Insurance\*\*:** Provides coverage for certain costs and unauthorized electronic fund transfers.

If you believe there was fraudulent use of your information and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent at (833) 281-4826. If, after discussing your situation with an agent, it is determined that Identity Restoration support is needed, then an Experian Identity Restoration agent is available to work with you to investigate and resolve each incident of fraud that occurred (including, as appropriate, helping you with contacting credit grantors to dispute charges and close accounts; assisting you in placing a freeze on your credit file with the three major credit bureaus; and assisting you with contacting government agencies to help restore your identity to its proper condition).

Please note that this Identity Restoration support is available to you for one year from the date of this letter and does not require any action on your part at this time. The Terms and Conditions for this offer are located at [www.ExperianIDWorks.com/restoration](http://www.ExperianIDWorks.com/restoration). You will also find self-help tips and information about identity protection at this site.

\* Offline members will be eligible to call for additional reports quarterly after enrolling

\*\* The Identity Theft Insurance is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.



## GENERAL INFORMATION ABOUT IDENTITY THEFT PROTECTION

You should remain vigilant for incidents of fraud and identity theft by reviewing credit card account statements and monitoring your credit report for unauthorized activity.

**Credit Reports.** Under federal law, you are entitled to one free copy of your credit report every 12 months from each of the three nationwide credit reporting agencies. You may obtain a free copy of your credit report by going to [www.AnnualCreditReport.com](http://www.AnnualCreditReport.com) or by calling (877) 322-8228. You also may complete the Annual Credit Report Request Form available from the FTC at [www.consumer.ftc.gov/articles/pdf-0093-annual-report-request-form.pdf](http://www.consumer.ftc.gov/articles/pdf-0093-annual-report-request-form.pdf), and mail it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281.

**You may contact the nationwide credit reporting agencies at:**

Equifax	Experian	TransUnion
P.O. Box 105788 Atlanta, GA 30348 <a href="http://www.equifax.com">www.equifax.com</a> (800) 525-6285	P.O. Box 9554 Allen, TX 75013 <a href="http://www.experian.com">www.experian.com</a> (888) 397-3742	P.O. Box 2000 Chester, PA 19016 <a href="http://www.transunion.com">www.transunion.com</a> (800) 680-7289

**Fraud Alert.** You may place a fraud alert in your file by calling one of the three nationwide credit reporting agencies above. 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.

**Place a Security Freeze on your Credit Report.** You also have the right to place a security freeze on your credit report by contacting any of the credit bureaus listed at above. 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 may be able to use an online process, an automated telephone line or a written request. 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. You can place a freeze and lift a security freeze on your credit report free of charge.

**You may contact the Federal Trade Commission (FTC) and State Attorneys General Offices.** If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should contact the FTC and/or your state's attorney general office about for information on how to prevent or avoid identity theft. You can contact the FTC at: **Federal Trade Commission**, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20508, [www.ftc.gov](http://www.ftc.gov), 1-877-IDTHEFT (438-4338).

**If you are a Maryland resident**, for steps you can take to avoid identity theft, you can contact the Maryland Office of the Attorney General, Consumer Protection Division at: 200 St. Paul Place, Baltimore, MD 21202, [www.oag.state.md.us](http://www.oag.state.md.us), 1-888-743-0023

**If you are a New York resident**, you may visit the New York State Division for Consumer Protection's website at [https://dos.ny.gov/consumerprotection/identity\\_theft/index.htm](https://dos.ny.gov/consumerprotection/identity_theft/index.htm) or call their Consumer Helpline at (800) 697-1220.

**If you are an Oregon resident**, state law advises you to report any suspected identity theft to law enforcement, the attorney general, or to the FTC.