

<<Date>> (Format: Month Day, Year)

<<first\_name>> <<middle\_name>> <<last\_name>> <<suffix>>  
<<address\_1>>  
<<address\_2>>  
<<city>>, <<state\_province>> <<postal\_code>>  
<<country >>

## Notice of Data Breach

Dear <<first\_name>> <<middle\_name>> <<last\_name>> <<suffix>>,

We wanted to let you know about a recent data security incident experienced by PeakTPA that may have impacted some of your personal information. PeakTPA is a health plan management company that provides billing and other services to many PACE programs across the United States, including St. Paul's PACE. We take the privacy and security of your information seriously, and sincerely apologize for any concern or inconvenience this may cause you. This letter contains information about steps you can take to protect your information and resources we are making available to help you.

### What happened?

On January 23, 2021, we informed St. Paul's PACE that we had suffered a cyber-attack on December 31, 2020 that resulted the compromise of participant records for several of our PACE clients. The group behind the attack was broken up and apprehended by the FBI on January 27, 2021 and St. Paul's was informed that all documents were recovered. We wanted to let you know about this incident because your information was included in the compromised documents.

### What information was involved?

From our review, it appears your name, address, date of birth, medication, and Social Security number were impacted.

### What are we are doing?

While we do not believe there is any risk that your personal information will be misused, we are offering Credit Monitoring, Fraud Consultation, and Identity Theft Restoration through Kroll to you at no cost for 3 years.

Visit <https://enroll.idheadquarters.com> to activate and take advantage of your identity monitoring services.

*You have until **May 23, 2021** to activate your identity monitoring services.*

Membership Number: <<Member ID>>

We have implemented additional security controls to prevent a similar incident from occurring in the future and are working closely with St. Paul's PACE to keep them up-to-date on this process.

(If you choose not to use these identity monitoring services, we urge you to check your account statements for improper activity. This includes credit card statements and explanations of benefits.)

**For more information**

If you have any questions or concerns, please call **1-855-761-0196** Monday through Friday from 6 am to 3:30 pm Pacific Time. Should you prefer to discuss this with a St. Paul's PACE representative, please contact the Social Work Supervisor at your St. Paul's PACE Center. Your trust is a top priority for us, and we deeply regret any inconvenience or concern that this matter may cause you.

Sincerely,

A handwritten signature in black ink that reads "Mike McGarrigle". The signature is written in a cursive, slightly slanted style.

**Michael McGarrigle**  
*Senior Vice President, PeakTPA*

## **TAKE ADVANTAGE OF YOUR IDENTITY MONITORING SERVICES**

You have been provided with access to the following services from Kroll:

### **Triple Bureau Credit Monitoring**

You will receive alerts when there are changes to your credit data at any of the three national credit bureaus—for instance, when a new line of credit is applied for in your name. If you do not recognize the activity, you will have the option to call a Kroll fraud specialist, who will be able to help you determine if it is an indicator of identity theft.

### **Fraud Consultation**

You have unlimited access to consultation with a Kroll fraud specialist. Support includes showing you the most effective ways to protect your identity, explaining your rights and protections under the law, assistance with fraud alerts, and interpreting how personal information is accessed and used, including investigating suspicious activity that could be tied to an identity theft event.

### **Identity Theft Restoration**

If you become a victim of identity theft, an experienced Kroll licensed investigator will work on your behalf to resolve related issues. You will have access to a dedicated investigator who understands your issues and can do most of the work for you. Your investigator will be able to dig deep to uncover the scope of the identity theft, and then work to resolve it.

Kroll's activation website is only compatible with the current version or one version earlier of Chrome, Firefox, Safari and Edge.

To receive credit services, you must be over the age of 18 and have established credit in the U.S., have a Social Security number in your name, and have a U.S. residential address associated with your credit file.

This document includes an important notice. If you cannot read this attached document, please call 1-855-761-0196 for translation help.

#### TAGALOG

Ang liham na ito ay naglalaman ng mahalagang impormasyon. Kung hindi ninyo nababasa ang kalakip na liham, mangyaring tumawag sa 1-855-761-0196 upang magkaroon ng tulong sa pagsasalin sa Tagalog/Filipino.

#### RUSSIAN

В этом письме содержится важная информация. Если Вы не можете прочитать прилагаемое письмо, позвоните по номеру 1-855-761-0196, и Вам будут предоставлены услуги перевода на русский язык.

#### KOREAN

이서신에는 중요한 정보가 포함되어 있습니다. 동봉된 서신을 읽으실 수 없으면 1-855-761-0196 로 전화하여 한국어 번역 지원을 받으십시오.

#### ARMENIAN

Այս նամակը պարունակում է կարևոր տեղեկություններ: Եթե ներքին նամակը կարող կարդալ ինքնուրույն է կապվեք 1-855-761-0196 հեռախոսահամարով, օգնություն ստանալու համար:

#### CHINESE

这封信包含了重要信息。如果您无法阅读随附的信件，请致电1-855-761-0196 寻求广东话翻译援助。

這封信包含了重要信息。如果您無法閱讀隨附的信件，請致電1-855-761-0196 尋求廣東話翻譯援助。

#### VIETNAMESE

Thư này bao hàm thông tin quan trọng. Nếu quý vị không đọc được thư đính kèm, vui lòng gọi 1-855-761-0196 để được giúp đỡ thông dịch trong tiếng Việt.

#### CHINESE

这封信包含了重要信息。如果您无法阅读随附的信件，请致电1-855-761-0196 寻求普通话翻译援助。

這封信包含了重要信息。如果您無法閱讀隨附的信件，請致電1-855-761-0196 尋求國語翻譯援助。

#### IRANIAN/PERSIAN

این نامه حاوی اطلاعات مهمی میباشد. اگر نامه همزیمهرانیتوانید بخوانید، لطفاً برای کمک به زبان فارسی با شماره تلفن 1-855-761-0196 یگبسامت د.

#### ARABIC

هذه الرسالة تحتوي على معلومات هامة. إذا لم تتمكن من قراءة الرسالة المرفقة، يرجى الاتصال على 1-855-761-0196 للحصول على المساعدة. قد نغيرها في أي وقت.