



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

February 28, 2018



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ANYTOWN, US 12345-6789



Notice of Data Breach

Dear Sample A Sample:

Ventiv Technology, Inc. (“Ventiv”) provides workers’ compensation claim management software solutions used by third party administrators working with various employer workers’ compensation programs. We are writing to inform you that we recently identified and addressed a security incident that may have involved your personal information contained in a workers’ compensation claim that you filed through . This notice explains the incident, measures we have taken, and some steps you can take in response.

What Happened

On December 5, 2017, our IT department received reports of suspicious activity regarding an employee email account hosted on Office365. We immediately changed the password for the account and began an investigation. Our investigation involved the assistance of a professional forensic firm to determine if any employee email accounts had been accessed without authorization. On January 4, 2018, the investigation determined that an unknown individual had accessed certain Ventiv employees’ email accounts hosted on Office365 without authorization between October 14, 2017 to December 8, 2017.

Following this determination, we immediately began an inspection of the employee email accounts for personal information that could have been viewed or accessed by the unauthorized individual. While this process was time and labor-intensive, we wanted to be certain about who may have been impacted, what information about them was involved, and ensure that the information pertained to real individuals. We also needed to conduct a project to tie the potentially affected individuals to the Ventiv client who provided their information to us. We are notifying you as quickly as possible after we completed this investigation, provided notice to the client from whom your information was provided to us, and coordinated notification efforts with that client.

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What Information Was Involved

The emails and attachments that were in the accounts may have included your name and certain information relating to the treatment of your workers’ compensation injury.

What We Are Doing

Cyber-attacks on email continue to increase and evolve. For this reason and to help prevent this type of incident in the future, we are continuously enhancing our data security procedures.

What You Can Do

We recommend that you regularly review all information you receive relating to your workers' compensation claim. If you see services that you did not receive, please contact the insurer immediately. You should also review the additional information on the following pages on ways to protect yourself.

For More Information

We sincerely regret that this incident occurred and apologize for any inconvenience or concern this may cause you. If you have questions, please call 877.890.9332, Monday through Friday between 9:00 am and 9:00 pm Eastern Time.

Sincerely,

A handwritten signature in black ink, appearing to read "Scott Wilson". The signature is fluid and cursive, with a large initial "S" and "W".

Scott Wilson
Chief Information Security Officer
Ventiv Technology, Inc.

MORE INFORMATION ON WAYS TO PROTECT YOURSELF

Although none of your financial information was disclosed as a result of this incident, we recommend that you remain vigilant for incidents of fraud or identity theft by reviewing your account statements and free credit reports for any unauthorized activity. You may obtain a copy of your credit report, free of charge, once every 12 months from each of the three nationwide credit reporting companies. To order your annual free credit report, please visit www.annualcreditreport.com or call toll free at 1-877-322-8228. Contact information for the three nationwide credit reporting companies is as follows:

Equifax, PO Box 740241, Atlanta, GA 30374, www.equifax.com, 1-800-685-1111

Experian, PO Box 2002, Allen, TX 75013, www.experian.com, 1-888-397-3742

TransUnion, PO Box 2000, Chester, PA 19016, www.transunion.com, 1-800-916-8800

If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should immediately contact the Federal Trade Commission and/or the Attorney General's office in your state. You can obtain information from these sources about steps an individual can take to avoid identity theft as well as information about fraud alerts and security freezes. You should also contact your local law enforcement authorities and file a police report. Obtain a copy of the police report in case you are asked to provide copies to creditors to correct your records. Contact information for the Federal Trade Commission is as follows:

Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Avenue, NW
Washington, DC 20580, 1-877-IDTHEFT (438-4338), www.ftc.gov/idtheft

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