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September 26, 2022

**Via Electronic Mail**

Attorney General John Formella  
Office of the Attorney General  
33 Capitol Street  
Concord, NH 03302  
[attorneygeneral@doj.nh.gov](mailto:attorneygeneral@doj.nh.gov)

**RE: Notice of Data Breach Incident**

Dear Attorney General Formella:

We write to notify you of a data breach that Lenus eHealth ("Lenus") recently experienced. On September 4, 2022, we discovered a system error that caused the social security numbers of some of our business partners to appear in their receipts. As a result, the social security numbers of the affected partners were sent out in receipts to some of their clients. Within hours of learning of this error, it was promptly corrected by our team. After an extensive analysis of the involved systems, it was determined that one (1) New Hampshire resident was affected by this breach. Lenus has mailed written notice, a sample of which is included below, to this individual on September 22th, 2022.

Lenus's investigation determined that the social security number was the only form of personal information implicated in this incident. Lenus is currently not aware of any actual instances of fraud or misuse relating to the personal information of any individual as a result of this incident.

To assist the affected individuals and protect their privacy, Lenus is offering free credit monitoring and identity protection services through Equifax for 36 months via the attached notice letter.

Please contact the undersigned with any questions.

Sincerely,

Tyler Holmes  
US Legal Counsel  
Lenus eHealth

[Insert Recipient's Name]  
[Insert Address]  
[Insert City, State, Zip]  
[Date]

## **Notice of Data Breach**

Dear [Name]:

We write to notify you of an incident that occurred that could affect some of your personal information. Please review this letter carefully.

### **What Happened?**

On September 4, 2022, we discovered a system error that may have caused your social security number to be sent out in receipts to your clients. Within hours of learning of this error, it was promptly corrected by our team.

### **What Information Was Involved?**

We determined that the affected personal information was your social security number. At this time, *we are not aware of any actual instances of fraud or misuse relating to your personal information as a result of this incident.*

### **What We Are Doing**

Lenus values your privacy and deeply regrets that this incident occurred. Lenus is conducting a thorough review of the potentially affected data, and will notify you if there are any significant developments. Lenus has implemented additional security measures designed to prevent a recurrence of such a situation and to protect your privacy.

Although we are not aware of any actual instances of fraud or misuse relating to your personal information as a result of this incident, we will as an added precaution offer complimentary access to credit monitoring through Equifax for 36 months, at no cost to you.

[Credit monitoring instructions]

### **What You Can Do**

As always, we recommend that you remain vigilant for incidents of fraud and identity theft, including regularly reviewing your account statements and monitoring your free credit reports. For more information on how you can help protect yourself, please review the enclosed "Steps you can take to protect your information."

**For More Information**

We are sorry for any inconvenience caused by this incident. If you have further questions or concerns, need assistance with identity restoration, or would like an alternative to enrolling for credit monitoring online, please contact our US Legal Counsel Tyler Holmes at 332-216-2373, Monday through Friday from 9 AM – 5 PM EST, or reach out to [privacy@lenus.io](mailto:privacy@lenus.io) to schedule a meeting with us.

Sincerely,

Mikkel Bønnelycke  
CFO, Lenus

### ***Steps You Can Take to Help Protect Your Information***

Under U.S. law, a consumer is entitled to one free credit report annually from each of the three major credit reporting bureaus, Equifax, Experian, and TransUnion. To order your free credit report, visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call, toll-free, 1-877-3228228. You may also directly contact the three major credit reporting bureaus listed below to request a free copy of your credit report.

Consumers have the right to place an initial or extended “fraud alert” on a credit file at no cost. An initial fraud alert is a 1-year alert that is placed on a consumer’s credit file. Upon seeing a fraud alert display on a consumer’s credit file, a business is required to take steps to verify the consumer’s identity before extending new credit. If you are a victim of identity theft, you are entitled to an extended fraud alert, which is a fraud alert lasting seven years. Should you wish to place a fraud alert, please contact any one of the three major credit reporting bureaus listed below.

As an alternative to a fraud alert, consumers have the right to place a “credit freeze” on a credit report, which will prohibit a credit bureau from releasing information in the credit report without the consumer’s express authorization. The credit freeze is designed to prevent credit, loans, and services from being approved in your name without your consent. However, you should be aware that using a credit freeze to take control over who gets access to the personal and financial information in your credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application you make regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, you cannot be charged to place or lift a credit freeze on your credit report. To request a security freeze, you will need to provide the following information:

1. Full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security number;
3. Date of birth;
4. Addresses for the prior two to five years;
5. Proof of current address, such as a current utility bill or telephone bill;
6. A legible photocopy of a government-issued identification card (state driver’s license or ID card, military identification, etc.); and
7. A copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft if you are a victim of identity theft.

Should you wish to place a fraud alert or credit freeze, please contact the three major credit reporting bureaus listed below:

<b>Equifax</b>	<b>Experian</b>	<b>TransUnion</b>
<a href="https://www.equifax.com/personal/credit-report-services/">https://www.equifax.com/personal/credit-report-services/</a>	<a href="https://www.experian.com/help/">https://www.experian.com/help/</a>	<a href="https://www.transunion.com/credit-help">https://www.transunion.com/credit-help</a>
888-298-0045	1-888-397-3742	833-395-6938
Equifax Fraud Alert, P.O. Box 105069 Atlanta, GA 30348-5069	Experian Fraud Alert, P.O. Box 9554, Allen, TX 75013	TransUnion Fraud Alert, P.O. Box 2000, Chester, PA 19016
Equifax Credit Freeze, P.O. Box 105788 Atlanta, GA 30348-5788	Experian Credit Freeze, P.O. Box 9554, Allen, TX 75013	TransUnion Credit Freeze, P.O. Box 160, Woodlyn, PA 19094

You may further educate yourself regarding identity theft, fraud alerts, credit freezes, and the steps you can take to protect your personal information by contacting the consumer reporting bureaus, the Federal Trade Commission, or your state Attorney General. The Federal Trade Commission may be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580; [www.identitytheft.gov](http://www.identitytheft.gov); 1877-ID-THEFT (1-877-438-4338); and 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 and your state Attorney General. This notice has not been delayed by law enforcement.

*For District of Columbia residents*, you can obtain information from the Federal Trade Commission and the Office of the District of Columbia Attorney General about steps to take to avoid identity theft. You can contact the D.C. Attorney General: 441 4th St. NW #1100 Washington, D.C. 20001; 202-727-3400; and [oag@dc.gov](mailto:oag@dc.gov).

*For Iowa Residents*, state law advises you to report any suspected identity theft to law enforcement or the Attorney General.

*For Maryland residents*, you can obtain information from the Maryland Attorney General about steps that you can take to help prevent identity theft: 200 St. Paul Place, 16th Floor, Baltimore, MD 21202; 410-528-8662 or 1-888-743-0023; and [www.oag.state.md.us](http://www.oag.state.md.us).

*For Massachusetts residents*, you have a right to request from us a copy of any police report filed in connection with this incident. If you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it. As noted above, you also have the right to place a security freeze on your credit report at no charge.

*For New Mexico residents*, you have rights pursuant to the Fair Credit Reporting Act, such as the right to be told if information in your credit file has been used against you, the right to know what is in your credit file, the right to ask for your credit score, and the right to dispute incomplete or inaccurate information. Further, pursuant to the Fair Credit Reporting Act, the consumer reporting bureaus must correct or delete inaccurate, incomplete, or unverifiable information; consumer reporting agencies may not report outdated negative information; access to your file is limited; you must give your consent for credit reports to be provided to employers; you may limit "prescreened" offers of credit and insurance you get based on information in your credit report; and you may seek damages from a violator. You may have additional rights under the Fair Credit Reporting Act not summarized here. Identity theft victims and active duty military personnel have specific additional rights pursuant to the Fair Credit Reporting Act. We encourage you to review your rights pursuant to the Fair Credit Reporting Act by visiting [www.consumerfinance.gov/f/201504\\_cfpb\\_summary\\_your-rights-under-fcra.pdf](http://www.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf), or by writing Consumer Response Center, Room 130-A, Federal Trade Commission, 600 Pennsylvania Ave. N.W., Washington, D.C. 20580.

*For New York residents*, you may contact the following state agencies for information regarding security breach response and identity theft prevention and protection information:

New York Attorney General's Office Bureau of Internet and Technology (212) 416-8433 <a href="https://ag.ny.gov/internet/resource-center">https://ag.ny.gov/internet/resource-center</a>	NYS Department of State's Division of Consumer Protection (800) 697-1220 <a href="https://www.dos.ny.gov/consumerprotection">https://www.dos.ny.gov/consumerprotection</a>
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*For North Carolina residents*, you can obtain information from the Federal Trade Commission and the North Carolina Office of the Attorney General about steps you can take to help prevent identity theft. You can contact the North Carolina Attorney General at: 9001 Mail Service Center, Raleigh, NC 27699, 1-877-566-7226, [www.ncdoj.gov](http://www.ncdoj.gov).

*For Oregon residents*, state laws advise you to report any suspected identity theft to law enforcement, as well as the Federal Trade Commission. You can contact the Oregon Attorney General at: Oregon Department of Justice, 1162 Court Street NE, Salem, OR 97301-4096, (877) 877-9392, [www.doj.state.or.us](http://www.doj.state.or.us).