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November 18, 2021

Kevin J. Angle  
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**BY E-MAIL**

Attorney General John M. Formella  
Consumer Protection Division  
Office of the Attorney General  
33 Capitol Street  
Concord, NH 03301  
DOJ-CPB@doj.nh.gov  
(603) 271-3643

Re: Data Incident

Dear Attorney General Formella:

We write on behalf of Natus Medical Inc. ("Natus") to inform you about a recent data security incident that may have impacted the personal information of four (4) of your state's residents.

On October 25, 2021, we became aware that an unauthorized individual was claiming to have stolen data from Natus. We promptly investigated and determined that, on or around August 12, 2021, an unauthorized individual appears to have accessed one of our servers and taken data regarding certain current and former employees. No patient information was involved. Although we were not aware of any unauthorized access in August, potentially suspicious activity was detected at the time, and the impacted server was taken offline immediately.

The potentially impacted data included name, address, date of birth, Social Security number (or similar identifier), salary and demographic information. No bank details were accessed or taken. Natus therefore notified the potentially affected current and former employees using the attached template notification letter on November 17, 2021.

The security, confidentiality and integrity of the personal data at issue are protected by a comprehensive written information security program. In addition, we are offering a complimentary 24-month subscription to Experian's® IdentityWorks<sup>SM</sup> to all United States-based individuals who may have been impacted.

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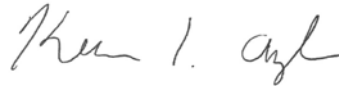
Attorney General

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November 18, 2021

If you have any questions about this event, please contact me at 617-951-7428 or [kevin.angle@ropesgray.com](mailto:kevin.angle@ropesgray.com).

Sincerely,

A handwritten signature in dark ink, appearing to read "Kevin J. Angle". The signature is fluid and cursive, with the first name "Kevin" and last name "Angle" being clearly legible.

Kevin J. Angle



12301 Lake Underhill Rd. Suite 201  
Orlando, FL 32828 USA  
securityinformation@natus.com

5 1 650 \*\*\*\*\*SNGLP

SAMPLE A. SAMPLE - L01

APT ABC



123 ANY ST

ANYTOWN, US 12345-6789



November 17, 2021

***RE: Important Security Notification***  
***Please read this entire letter.***

Dear Sample A. Sample:

We are writing to share some important information regarding a recent cyber security matter that may have involved your personal information.

**What Happened?**

On October 25, 2021, we became aware that an unauthorized individual was claiming to have stolen data from Natus. We promptly investigated and determined that, on or around August 12, 2021, an unauthorized individual appears to have accessed one of our servers and taken data. Although we were not aware of any unauthorized access in August, potentially suspicious activity was detected at the time, and the impacted server was taken offline immediately. However, because the unauthorized individual appears to have taken data and posted some of that data online, we are contacting you because your data was present on the server.

**What Information Was Involved?**

The potentially impacted data included name, address, date of birth, social security number, salary and demographic information. No bank details were accessed or taken.

**What We Are Doing.**

We promptly investigated the incident and took the impacted server offline. We take the security of your data very seriously, and we are continually working to enhance our security measures and respond to any threats to our networks.

**What You Can Do.**

It is always advisable that individuals regularly review their financial accounts and report any suspicious or unrecognized activity immediately. The enclosed "Identity Theft Information" provides further information about steps that individuals can take. Federal consumer protection agencies recommend that you remain vigilant for the next 12 to 24 months and that you report any suspected incidents of fraud to the relevant financial institution.

Other Important Information.

To help protect your identity, we are offering a complimentary 24-month membership of Experian's® IdentityWorks<sup>SM</sup>. This product provides you with identity detection and resolution of identity theft. The opportunity to subscribe to these services is not intended to suggest that you are at substantial risk of harm. To activate your membership and start monitoring your personal information please follow the steps below:

- Ensure that you **enroll by: February 28, 2022** (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/credit>
- 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 **(866) 506-7888** by **February 28, 2022**. Be prepared to provide engagement number **B021285** as proof of eligibility for the identity restoration services by Experian.

We are committed in our efforts to maintain the security of employee data. Should you have any further questions please contact us at [securityinformation@natus.com](mailto:securityinformation@natus.com).

Sincerely,



**Nitin Gaglani | Vice President & CIO**

[www.natus.com](http://www.natus.com)

**natus.**

## ADDITIONAL DETAILS REGARDING YOUR 24-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.
- **Identity Restoration:** Identity Restoration agents 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 **(866) 506-7888**. 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 24 months 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.

## IDENTITY THEFT INFORMATION

It is always advisable to regularly review statements from your accounts and periodically obtain your credit report from one or more of the national credit reporting companies. You may obtain a free copy of your credit report online at [www.annualcreditreport.com](http://www.annualcreditreport.com) by calling toll free 1.877.322.8228, or by mailing an Annual Credit Report Request Form (available at [www.annualcreditreport.com](http://www.annualcreditreport.com)) to: Annual Credit Report Request Service. P.O. Box 105281, Atlanta, GA, 30348-5281. You may also purchase a copy of your credit report by contacting one or more of the three national credit reporting agencies listed below:

- **Equifax**, P.O. Box 740241, Atlanta, Georgia 30374-0241. 1.800.685.1111. [www.equifax.com](http://www.equifax.com)
- **Experian**, P.O. Box 9532, Allen, TX 75013. 1.888.397.3742. [www.experian.com](http://www.experian.com)
- **TransUnion**, 2 Baldwin Pl., P.O. Box 1000, Chester, PA 19016. 1.800.916.8800. [www.transunion.com](http://www.transunion.com)

**Fraud Alert:** You may contact the fraud department of the three major credit bureaus to request that a “fraud alert” be placed on your file. A fraud alert notifies potential lenders to verify your identification before extending credit in your name.

Equifax:	Report Fraud:	1.800.685.1111
Experian:	Report Fraud:	1.888.397.3742
TransUnion:	Report Fraud:	1.800.680.7289

**Security Freeze for Credit Reporting Agencies:** You may request a security freeze on your credit reports. A security freeze prohibits a credit reporting agency from releasing any information from a consumer’s credit report without written authorization. However, please be aware that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit mortgages, employment, housing or other services. It is free to place, lift or remove a security freeze. You must separately place a security freeze on your credit report at each credit bureau. To do so, you must contact the credit bureaus by phone, mail, or secure electronic means:

- **Equifax:** P.O. Box 105788, Atlanta, GA 30348, 1.800.349.9960, [www.Equifax.com](http://www.Equifax.com)
- **Experian:** P.O. Box 9554, Allen, TX 75013, 1.888.397.3742, [www.Experian.com](http://www.Experian.com)
- **TransUnion:** P.O. Box 2000, Chester, PA 19106, 1.888.909.8872, [www.TransUnion.com](http://www.TransUnion.com)

To request a security freeze, you will need to provide the following:

- Your full name (including middle initial, Jr., Sr., Roman numerals, etc.),
- Social Security number
- Date of birth
- Address(es) where you have lived over the prior five years
- Proof of current address such as a current utility bill
- A photocopy of a government-issued ID card
- If you are a victim of identity theft, include a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft

If you request a freeze online or by phone, the agency must place the freeze within one business day. The credit bureaus have three business days after receiving a request by mail to place a security freeze on your credit report, and they must also send confirmation to you within five business days and provide you with a unique personal identification number (PIN) or password, or both that can be used by you to authorize the removal or lifting of the security freeze. To lift the freeze to allow a specific entity or individual access to your credit report, you must contact the credit reporting agencies and include (1) proper identification; (2) the PIN number or password provided to you when you placed the security freeze; and (3) the identities of those entities or individuals you would like to receive your credit report or the specific period of time you want the credit report available.

You also have rights under the federal Fair Credit Reporting Act (FCRA). These include, among others, the right to know what is in your file; to dispute incomplete or inaccurate information; and to have consumer reporting agencies correct or delete inaccurate, incomplete, or unverifiable information. For more information about the FCRA, please visit [www.consumer.ftc.gov/articles/pdf-0096-fair-credit-reporting-act.pdf](http://www.consumer.ftc.gov/articles/pdf-0096-fair-credit-reporting-act.pdf) or [www.ftc.gov](http://www.ftc.gov).

## Steps You Can Take if You Are a Victim of Identity Theft

- File a police report. Get a copy of the report to submit to your creditors and others that may require proof of a crime.
- Contact the U.S. Federal Trade Commission (FTC). The FTC provides useful information to identity theft victims and maintains a database of identity theft cases for use by law enforcement agencies. File a report with the FTC by calling the FTC's Identity Theft Hotline: 1-877-IDTHEFT (438-4338); online at <http://www.ftc.gov/idtheft>; or by mail at Identity Theft Clearinghouse, Federal Trade Commission, 600 Pennsylvania Ave., N.W., Washington, D.C. 20580. Also request a copy of the publication, "Take Charge: Fighting Back Against Identity Theft" from to [https://www.consumer.ftc.gov/articles/pdf-0009\\_identitytheft\\_a\\_recovery\\_plan.pdf](https://www.consumer.ftc.gov/articles/pdf-0009_identitytheft_a_recovery_plan.pdf)
- Keep a record of your contacts. Start a file with copies of your credit reports, the police reports, any correspondence, and copies of disputed bills. It is helpful to log conversations with creditors, law enforcement officials, and other relevant parties.

Additional Steps to Avoid Identity Theft: The FTC has further information about steps to take to avoid identity theft at: <http://www.ftc.gov/idtheft>; calling 1-877-IDTHEFT (438-4338); or write to Consumer Response Center, Federal Trade Commission, 600 Pennsylvania Ave., N.W., Washington, D.C. 20580.

## State Specific Information

**Iowa residents** may contact law enforcement or the Iowa Attorney General's Office to report suspected incidents of identity theft. This office can be reached by visiting the website at [www.iowaattorneygeneral.gov](http://www.iowaattorneygeneral.gov), calling (515) 281-5164 or requesting more information from the Office of the Attorney General, Hoover State Office Building, 1305 E. Walnut Street, Des Moines, IA 50319.

**Maryland residents** can learn more about preventing identity theft from the Maryland Office of the Attorney General, by visiting their web site at <http://www.marylandattorneygeneral.gov/Pages/IdentityTheft/default.aspx>, calling the Identity Theft Unit at 1.410.567.6491, or requesting more information at the Identity Theft Unit, 200 St. Paul Place, 16<sup>th</sup> Floor, Baltimore, MD 21202.

**New Mexico residents** have the right to obtain a police report and request a security freeze as described above and you have rights under the Fair Credit Reporting Act as described above.

**New York residents** can learn more about security breach response and identity theft prevention and protection information by visiting the New York Attorney General Office's website at <https://ag.ny.gov>, or calling 1-800-771-7755, or visiting the New York Department of State Division of Consumer Protection website at <http://www.dos.ny.gov/consumerprotection>, or calling 518-474-8583 / 1-800-697-1220.

**North Carolina residents** can learn more about preventing identity theft from the North Carolina Office of the Attorney General, by visiting their web site at <https://ncdoj.gov/protecting-consumers/identity-theft/calling> 1.919.716.6400 or requesting more information from the North Carolina Attorney General's Office, 9001 Mail Service Center Raleigh, NC 27699-9001.

**Oregon residents** may obtain information about preventing identity theft from the Oregon Attorney General's Office. This office can be reached by visiting the website at [www.doj.state.or.us](http://www.doj.state.or.us), calling (503) 378-4400 or requesting more information from the Oregon Department of Justice, 1162 Court Street NE, Salem, OR 97301-4096.

**Rhode Island residents** have the right to obtain a police report and request a security freeze as described above. The consumer reporting agencies may require that you provide certain personal information (such as your name, Social Security Number, date of birth and address) and proper identification (such as a copy of a government-issued ID card and a bill or statement) prior to honoring your request. Residents can learn more by contacting the Rhode Island Office of the Attorney General at 1.410.274.4400 or 150 South Main Street, Providence, Rhode Island 02903.

**Vermont residents** may learn helpful information about fighting identity theft, placing a security freeze, and obtaining a free copy of your credit report on the Vermont Attorney General's website at <https://ago.vermont.gov/>.

