



MULLEN  
COUGHLIN

426 W. Lancaster Avenue, Suite 200  
Devon, PA 19333

Consumer Protection Bureau  
Office of the New Hampshire Attorney General  
33 Capitol Street  
Concord, NH 03301

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426 W. Lancaster Avenue, Suite 200  
Devon, PA 19333

June 10, 2022

**VIA U.S. MAIL**

Consumer Protection Bureau  
Office of the New Hampshire Attorney General  
33 Capitol Street  
Concord, NH 03301

**Re: Notice of Data Event**

Dear Sir or Madam:

We represent Shields Health Care Group, Inc. (“Shields”) located at 700 Congress St, Suite 204, Quincy, MA 02169, and are writing to notify your office of an incident that may affect the security of certain personal information relating to New Hampshire residents. Shields provides management and other services to provider facilities in the MRI, PET/CT, radiation therapy and urgent care space, and is notifying on its behalf and on behalf of its provider partners.<sup>1</sup>

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<sup>1</sup> The provider facilities include: Baystate Health Urgent Care, LLC Baystate MRI & Imaging Center, LLC, Brighton Imaging Center, LLC, Cape Cod CT Services, LLC, Cape Cod Imaging Services, LLC (a business associate to Falmouth Hospital Association, Inc), Cape Cod PET/CT Services, LLC, Cape Cod Radiation Therapy Service, LLC, Central Maine Medical Center, Emerson Hospital, Fall River/New Bedford Regional MRI Limited Partnership, Falmouth Hospital Association, Inc., Franklin MRI Center, LLC, Lahey Clinic MRI Services, LLC, Massachusetts Bay MRI Limited Partnership, Mercy Imaging, Inc., MRI/CT of Providence, LLC, Newton-Wellesley MRI Limited Partnership, NW Imaging Management Company, LLC (a business associate to Newton Wellesley Orthopedic Associates, Inc.), Newton-Wellesley Imaging, PC, Newton Wellesley Orthopedic Associates, Inc., Northern MASS MRI Services, Inc., PET-CT Services by Tufts Medical Center and Shields, LLC, Shields and Sports Medicine Atlantic Imaging Management Co, LLC (a business associate SportsMedicine Atlantic Orthopaedics P.A.), Shields CT of Brockton, LLC, Shields Imaging at Anna Jaques Hospital, LLC, Shields Healthcare of Cambridge, Inc., Shields Imaging at University Hospital, LLC, Shields Imaging at York Hospital, LLC, Shields Imaging Management at Emerson Hospital, LLC (a business associate to Emerson Hospital), Shields Imaging of Eastern Mass, LLC, Shields Imaging of Lowell General Hospital, LLC, Shields Imaging of Portsmouth, LLC, Shields Imaging with Central Maine Health, LLC (a business associate to Central Maine Medical Center), Shields Management Company, Inc., Shields MRI & Imaging Center of Cape Cod, LLC, Shields MRI of Framingham, LLC, Shields PET/CT at CMMC, LLC, Shields PET\_CT at Berkshire Medical Center, LLC, Shields PET-CT at Cooley Dickinson Hospital, LLC, Shields PET-CT at Emerson Hospital, LLC, Shields Radiology Associates, PC, Shields Signature Imaging, LLC, Shields Sturdy PET-CT, LLC, Shields-Tufts Medical Center Imaging Management, LLC (a business associate to Tufts Medical Center, Inc.), South Shore Regional MRI Limited

The investigation into this matter is ongoing. This notification is preliminary, the data mining process is still ongoing, and this notice will be supplemented with any new significant facts learned subsequent to its submission. By providing this notice, Shields does not waive any rights or defenses regarding the applicability of New Hampshire law, the applicability of the New Hampshire data event notification statute, or personal jurisdiction.

### **Nature of the Data Event**

On March 28, 2022, Shields was made aware of suspicious activity that may have involved data compromise. Shields immediately launched an investigation into this issue in order to determine the full nature and scope of the event and worked with a number of subject matter specialists to do so.

This investigation determined that an unknown actor gained access to certain Shields systems from March 7, 2022 to March 21, 2022. Furthermore, the investigation revealed that certain data was acquired by the unknown actor within this time frame. Although Shields had identified and investigated a security alert on or around March 18, 2022, data theft was not confirmed at that time.

Shields then worked with specialists to perform a review of the contents of the determined to have been at risk to identify what information was contained therein and to whom the information related. This review is ongoing.

The information that could have been subject to unauthorized access includes Social Security number, as well as other protected health information protected under HIPAA.

### **Notice to New Hampshire Residents**

On or about May 27, 2022, Shields provided substituted notice of this incident to potentially impacted individuals, which includes publication of this incident on Shields' website and media notice. Substitute notice is being provided in substantially the same form as the website and media notices attached here as ***Exhibit A***.

Review and sorting of the impacted data is still ongoing. Shields will send written notice to individuals once the review is complete, and will update your office to confirm the number of New Hampshire residents' whose personal information may be impacted.

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Partnership, Southeastern Massachusetts Regional MRI Limited Partnership, SportsMedicine Atlantic Orthopaedics P.A., Tufts Medical Center, Inc., UMass Memorial HealthAlliance MRI Center, LLC, UMass Memorial MRI - Marlborough, LLC, UMass Memorial MRI & Imaging Center, LLC, Winchester Hospital / Shields MRI, LLC, Radiation Therapy of Southeastern Massachusetts, LLC, Radiation Therapy of Winchester, LLC, South Suburban, Oncology Center Limited Partnership, Shields Imaging of North Shore, LLC

### **Other Steps Taken and To Be Taken**

Upon discovering the event, Shields moved quickly to investigate and respond to the incident, assess the security of Shields systems, and notify potentially affected individuals. In order to promptly alert potentially impacted individuals, Shields provided substitute and media notice

Additionally, Shields will be providing impacted individuals with guidance on how to better protect against identity theft and fraud, including advising individuals to report any suspected incidents of identity theft or fraud to their credit card company and/or bank. Shields will provide individuals with information on how to place a fraud alert and security freeze on one's credit file, the contact details for the national consumer reporting agencies, information on how to obtain a free credit report, a reminder to remain vigilant for incidents of fraud and identity theft by reviewing account statements and monitoring free credit reports, and encouragement to contact the Federal Trade Commission, their state Attorney General, and law enforcement to report attempted or actual identity theft and fraud. Shields will be providing credit monitoring and identity restoration services with written notice to individuals.

Shields provided written notice to the U.S. Department of Health and Human Services and prominent media pursuant to the Health Insurance Portability and Accountability Act (HIPAA).

### **Contact Information**

Should you have any questions regarding this notification or other aspects of the data security event, please contact us at (267) 930-4776.

EJF/tmr

Enclosure

# **EXHIBIT A**



Where is your next career opportunity?  
The door is open at Shields.  
[Learn more](#)



SHIELDS **EXPRESS LINK**  
*Online access to reports and images*





## Notice of Data Security Incident

Shields Health Care Group, Inc. ("Shields") recently became aware of suspicious activity on its network. Shields provides management and imaging services on behalf of the health care facilities ("Facility Partners") listed below. With the assistance of third-party forensic specialists, we took immediate steps to contain the incident and to investigate the nature and scope of the incident. Shields is issuing this notice on behalf of itself and the Facility Partners to communicate what is known about the incident, our response, and steps impacted individuals can take, if deemed appropriate. Certain patients of these Facility Partners may be impacted.

**What Happened?** On March 28, 2022, Shields was alerted to suspicious activity that may have involved data compromise. Shields immediately launched an investigation into this issue and worked with subject matter specialists to determine the full nature and scope of the event.

This investigation determined that an unknown actor gained access to certain Shields systems from March 7, 2022 to March 21, 2022. Furthermore, the investigation revealed that certain data was acquired by the unknown actor within that time frame. Although Shields had identified and investigated a security alert on or around March 18, 2022, data theft was not confirmed at that time.

**What Information Was Involved?** To date, we have no evidence to indicate that any information from this incident was used to commit identity theft or fraud. However, the type of information that was or may have been impacted could include one or more of the following: Full name, Social Security number, date of birth, home address, provider information, diagnosis, billing information, insurance number and information, medical record number, patient ID, and other medical or treatment information. Shields review of the impacted data is ongoing.

**What Information Was Involved?** To date, we have no evidence to indicate that any information from this incident was used to commit identity theft or fraud. However, the type of information that was or may have been impacted could include one or more of the following: Full name, Social Security number, date of birth, home address, provider information, diagnosis, billing information, insurance number and information, medical record number, patient ID, and other medical or treatment information. Shields review of the impacted data is ongoing.

**What Are We Doing?** Shields takes the confidentiality, privacy, and security of information in our care seriously. Upon discovery, we took steps to secure our systems, including rebuilding certain systems, and conducted a thorough investigation to confirm the nature and scope of the activity and to determine who may be affected. Additionally, while we have safeguards in place to protect data in our care, we continue to review and further enhance these protections as part of our ongoing commitment to data security.

We have notified federal law enforcement, and will be reporting this incident to relevant state and federal regulators. Further, once we complete the review of the impacted data, we will directly notify impacted individuals where possible so that they may take further steps to help protect their information, should they feel it is appropriate to do so.

**What Can Affected Individuals Do?** While we have no evidence to indicate identity theft or fraud occurred as a result of this incident, we encourage impacted individuals to review *Steps You Can Take to Help Protect Your Information*, which is included below.

**For More Information.** We understand you may have additional questions concerning this incident. Individuals can direct questions to (855) 503-3386. The call center hours will be 8:00am-5:30pm Central Time, Monday through Friday, excluding major U.S. holidays.

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

##### **Monitor Your Accounts**

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, 1-877-322-8228. You may also directly contact the three major credit reporting bureaus listed below to request a free copy of your credit report.



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, 1-877-322-8228. 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, 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 credit freeze, please contact the three major credit reporting bureaus listed below:

**Equifax**

<https://www.equifax.com/personal/credit-report-services/>  
1-888-298-0045  
Equifax Fraud Alert, P.O. Box 105069 Atlanta, GA 30348-5069  
Equifax Credit Freeze, P.O. Box 105788 Atlanta, GA 30348-5788

**Experian**

<https://www.experian.com/help/>  
1-888-397-3742  
Experian Fraud Alert, P.O. Box 9554, Allen, TX 75013  
Experian Credit Freeze, P.O. Box 9554, Allen, TX 75013

**TransUnion**

<https://www.transunion.com/credit-help>  
1-833-395-6938  
TransUnion Fraud Alert, P.O. Box 2000, Chester, PA 19016  
TransUnion Credit Freeze, P.O. Box 160, Woodlyn, PA 19094

| Equifax   | Experian  | TransUnion  |
|---|---|---|
| <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> |
| 1-888-298-0045  | 1-888-397-3742  | 1-833-395-6938  |
| 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                                   |

### **Additional Information**

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); 1-877-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*, the District of Columbia Attorney General may be contacted at: 400 6th Street, NW, Washington, DC 20001; 202-727-3400; and [oag@dc.gov](mailto:oag@dc.gov).

*For Maryland residents*, the Maryland Attorney General may be contacted at: 200 St. Paul Place, 16th Floor, Baltimore, MD 21202; 1-410-528-8662 or 1-888-743-0023; and [www.oag.state.md.us](http://www.oag.state.md.us).

*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 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 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 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/fi/201504\\_cfpb\\_summary\\_your-rights-under-fcra.pdf](http://www.consumerfinance.gov/fi/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*, the New York Attorney General may be contacted at: Office of the Attorney General, The Capitol, Albany, NY 12224-0341; 1-800-771-7755; or <https://ag.ny.gov/>.

*For North Carolina residents*, the North Carolina Attorney General may be contacted at: 9001 Mail Service Center, Raleigh, NC 27699-9001; 1-877-566-7226 or 1-919-716-6000; and [www.ncdoj.gov](http://www.ncdoj.gov).

*For Rhode Island residents*, the Rhode Island Attorney General may be reached at: 150 South Main Street, Providence, RI 02903; [www.riag.ri.gov](http://www.riag.ri.gov); and 1-401-274-4400. The number of Rhode Island residents impacted is not currently confirmed. Under Rhode Island law, you have the right to obtain any police report filed in regard to this incident.

### **Facility Partners**

#### **\*Facilities / Entity**

Baystate Health Urgent Care, LLC  
Baystate MRI & Imaging Center, LLC  
Brighton Imaging Center, LLC  
Cape Cod CT Services, LLC  
Cape Cod Imaging Services, LLC (a business associate to Falmouth Hospital Association, Inc)  
Cape Cod PET/CT Services, LLC  
Cape Cod Radiation Therapy Service, LLC

## Facility Partners

### \*Facilities / Entity

Baystate Health Urgent Care, LLC  
Baystate MRI & Imaging Center, LLC  
Brighton Imaging Center, LLC  
Cape Cod CT Services, LLC  
Cape Cod Imaging Services, LLC (a business associate to Falmouth Hospital Association, Inc)  
Cape Cod PET/CT Services, LLC  
Cape Cod Radiation Therapy Service, LLC  
Central Maine Medical Center  
Emerson Hospital  
Fall River/New Bedford Regional MRI Limited Partnership  
Falmouth Hospital Association, Inc.  
Franklin MRI Center, LLC  
Lahey Clinic MRI Services, LLC  
Massachusetts Bay MRI Limited Partnership  
Mercy Imaging, Inc.  
MRI/CT of Providence, LLC  
Newton-Wellesley MRI Limited Partnership  
NW Imaging Management Company, LLC (a business associate to Newton Wellesley Orthopedic Associates, Inc.)  
Newton-Wellesley Imaging, PC  
Newton Wellesley Orthopedic Associates, Inc.  
Northern MASS MRI Services, Inc.  
PET-CT Services by Tufts Medical Center and Shields, LLC  
Shields and Sports Medicine Atlantic Imaging Management Co, LLC  
(a business associate SportsMedicine Atlantic Orthopaedics P.A.)  
Shields CT of Brockton, LLC  
Shields Imaging at Anna Jaques Hospital, LLC  
Shields Healthcare of Cambridge, Inc.  
Shields Imaging at University Hospital, LLC  
Shields Imaging at York Hospital, LLC  
Shields Imaging Management at Emerson Hospital, LLC (a business associate to Emerson Hospital)  
Shields Imaging of Eastern Mass, LLC  
Shields Imaging of Lowell General Hospital, LLC  
Shields Imaging of Portsmouth, LLC  
Shields Imaging with Central Maine Health, LLC (a business associate to Central Maine Medical Center)  
Shields Management Company, Inc.  
Shields MRI & Imaging Center of Cape Cod, LLC  
Shields MRI of Framingham, LLC  
Shields PET/CT at CMMC, LLC  
Shields PET\_CT at Berkshire Medical Center, LLC  
Shields PET\_CT at Conley Dickinson Hospital, LLC

Shields Imaging at University Hospital, LLC  
Shields Imaging at York Hospital, LLC  
Shields Imaging Management at Emerson Hospital, LLC (a business  
associate to Emerson Hospital)  
Shields Imaging of Eastern Mass, LLC  
Shields Imaging of Lowell General Hospital, LLC  
Shields Imaging of Portsmouth, LLC  
Shields Imaging with Central Maine Health, LLC (a business  
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Shields Management Company, Inc.  
Shields MRI & Imaging Center of Cape Cod, LLC  
Shields MRI of Framingham, LLC  
Shields PET/CT at CMMC, LLC  
Shields PET\_CT at Berkshire Medical Center, LLC  
Shields PET-CT at Cooley Dickinson Hospital, LLC  
Shields PET-CT at Emerson Hospital, LLC  
Shields Radiology Associates, PC  
Shields Signature Imaging, LLC  
Shields Sturdy PET-CT, LLC  
Shields-Tufts Medical Center Imaging Management, LLC (a business  
associate to Tufts Medical Center, Inc.)  
South Shore Regional MRI Limited Partnership  
Southeastern Massachusetts Regional MRI Limited Partnership  
SportsMedicine Atlantic Orthopaedics P.A.  
Tufts Medical Center, Inc.  
UMass Memorial HealthAlliance MRI Center, LLC  
UMass Memorial MRI – Marlborough, LLC  
UMass Memorial MRI & Imaging Center, LLC  
Winchester Hospital / Shields MRI, LLC  
Radiation Therapy of Southeastern Massachusetts, LLC  
Radiation Therapy of Winchester, LLC  
South Suburban Oncology Center Limited Partnership  
Shields Imaging of North Shore, LLC





## **MEDIA NOTICE**

### **Shields Health Care Group Notification of Data Privacy Event**

Shields Health Care Group (“Shields”) recently became aware of suspicious activity on its network. Shields provides management and imaging services on behalf of the health care facilities (“Facility Partners”) listed below. With the assistance of third-party forensic specialists, Shields took immediate steps to contain the incident and to investigate the nature and scope of the incident. Shields is issuing this notice on behalf of itself and the Facility Partners to communicate what is known about the incident, the response, and steps impacted individuals can take, if deemed appropriate. Certain patients of these Facility Partners may be impacted.

**What Happened?** On March 28, 2022, Shields was alerted to suspicious activity that may have involved data compromise. Shields immediately launched an investigation into this issue and worked with subject matter specialists to determine the full nature and scope of the event.

This investigation determined that an unknown actor gained access to certain Shields systems from March 7, 2022 to March 21, 2022. Furthermore, the investigation revealed that certain data was acquired by the unknown actor within that time frame. Although Shields had identified and investigated a security alert on or around March 18, 2022, data theft was not confirmed at that time.

**What Information Was Involved?** To date, Shields has no evidence to indicate that any information from this incident was used to commit identity theft or fraud. However, the type of information that was or may have been impacted could include one or more of the following: Full name, Social Security number, date of birth, home address, provider information, diagnosis, billing information, insurance number and information, medical record number, patient ID, and other medical or treatment information. Shields review of the impacted data is ongoing.

**What Are We Doing?** Shields takes the confidentiality, privacy, and security of information in its care seriously. Upon discovery, Shields secured its system and launched an investigation with third party forensics specialists to determine the nature of the activity and the scope of potentially impacted data. Shields rebuilt certain systems and continues to review and further enhance its existing protections as part of an ongoing commitment to data security.

Shields notified federal law enforcement and will report this incident to relevant state and federal regulators. Once the review of impacted data is complete, Shields will directly notify impacted individuals where possible so that they may take further steps to help protect their information, should they feel it appropriate to do so.

**What Can Affected Individuals Do?** While Shields has no evidence to indicate identity theft or fraud occurred as a result of this incident, Shields encourages impacted individuals to review *Steps You Can Take to Help Protect Your Information*, which is included below.

**For More Information.** Individuals with questions about this event can call (855) 503-3386 from 9:00 a.m. to 6:30 p.m., Eastern Time, Monday through Friday, excluding major U.S. holidays. Individuals can also find information on our website, at <https://shields.com/>.



## *Steps Individuals Can Take to Help Protect Their Information*

### **Monitor Your Accounts**

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, 1-877-322-8228. 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, 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 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> |
| 1-888-298-0045  | 1-888-397-3742  | 1-833-395-6938  |
| 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                                   |

## **Additional Information**

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); 1-877-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*, the District of Columbia Attorney General may be contacted at: 400 6th Street, NW, Washington, DC 20001; 202-727-3400; and [oag@dc.gov](mailto:oag@dc.gov).

*For Maryland residents*, the Maryland Attorney General may be contacted at: 200 St. Paul Place, 16th Floor, Baltimore, MD 21202; 1-410-528-8662 or 1-888-743-0023; and [www.oag.state.md.us](http://www.oag.state.md.us).

*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 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*, the New York Attorney General may be contacted at: Office of the Attorney General, The Capitol, Albany, NY 12224-0341; 1-800-771-7755; or <https://ag.ny.gov/>.

*For North Carolina residents*, the North Carolina Attorney General may be contacted at: 9001 Mail Service Center, Raleigh, NC 27699-9001; 1-877-566-7226 or 1-919-716-6000; and [www.ncdoj.gov](http://www.ncdoj.gov).

*For Rhode Island residents*, the Rhode Island Attorney General may be reached at: 150 South Main Street, Providence, RI 02903; [www.riag.ri.gov](http://www.riag.ri.gov); and 1-401-274-4400. The number of impacted Rhode Island residents is unknown at this time. Under Rhode Island law, you have the right to obtain any police report filed in regard to this incident.

### ***Facility Partners***

| <b>*Facilities / Entity</b>  |
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| Baystate Health Urgent Care, LLC   |
| Baystate MRI & Imaging Center, LLC   |
| Brighton Imaging Center, LLC   |
| Cape Cod CT Services, LLC  |
| Cape Cod Imaging Services, LLC (a business associate to Falmouth Hospital Association, Inc)                                      |
| Cape Cod PET/CT Services, LLC  |
| Cape Cod Radiation Therapy Service, LLC  |
| Central Maine Medical Center   |
| Emerson Hospital   |
| Fall River/New Bedford Regional MRI Limited Partnership  |
| Falmouth Hospital Association, Inc.  |
| Franklin MRI Center, LLC   |
| Lahey Clinic MRI Services, LLC   |
| Massachusetts Bay MRI Limited Partnership  |
| Mercy Imaging, Inc.  |
| MRI/CT of Providence, LLC  |
| Newton-Wellesley MRI Limited Partnership   |
| NW Imaging Management Company, LLC (a business associate to Newton Wellesley Orthopedic Associates, Inc.)                        |
| Newton-Wellesley Imaging, PC   |
| Newton Wellesley Orthopedic Associates, Inc.   |
| Northern MASS MRI Services, Inc.   |
| PET-CT Services by Tufts Medical Center and Shields, LLC   |
| Shields and Sports Medicine Atlantic Imaging Management Co, LLC (a business associate SportsMedicine Atlantic Orthopaedics P.A.) |
| Shields CT of Brockton, LLC  |
| Shields Imaging at Anna Jaques Hospital, LLC   |
| Shields Healthcare of Cambridge, Inc.  |
| Shields Imaging at University Hospital, LLC  |
| Shields Imaging at York Hospital, LLC  |
| Shields Imaging Management at Emerson Hospital, LLC (a business associate to Emerson Hospital)                                   |
| Shields Imaging of Eastern Mass, LLC   |
| Shields Imaging of Lowell General Hospital, LLC  |
| Shields Imaging of Portsmouth, LLC   |
| Shields Imaging with Central Maine Health, LLC (a business associate to Central Maine Medical Center)                            |
| Shields Management Company, Inc.   |
| Shields MRI & Imaging Center of Cape Cod, LLC  |

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| Shields MRI of Framingham, LLC  |
| Shields PET/CT at CMMC, LLC   |
| Shields PET_CT at Berkshire Medical Center, LLC   |
| Shields PET-CT at Cooley Dickinson Hospital, LLC  |
| Shields PET-CT at Emerson Hospital, LLC   |
| Shields Radiology Associates, PC  |
| Shields Signature Imaging, LLC  |
| Shields Sturdy PET-CT, LLC  |
| Shields-Tufts Medical Center Imaging Management, LLC (a business associate to Tufts Medical Center, Inc.) |
| South Shore Regional MRI Limited Partnership  |
| Southeastern Massachusetts Regional MRI Limited Partnership   |
| SportsMedicine Atlantic Orthopaedics P.A.   |
| Tufts Medical Center, Inc.  |
| UMass Memorial HealthAlliance MRI Center, LLC   |
| UMass Memorial MRI - Marlborough, LLC   |
| UMass Memorial MRI & Imaging Center, LLC  |
| Winchester Hospital / Shields MRI, LLC  |
| Radiation Therapy of Southeastern Massachusetts, LLC  |
| Radiation Therapy of Winchester, LLC  |
| South Suburban Oncology Center Limited Partnership  |
| Shields Imaging of North Shore, LLC   |