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COUGHLIN_{LLC}
ATTORNEYS AT LAW

RECEIVED

FEB 22 2022

CONSUMER PROTECTION

Lynda Jensen
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3 Allied Drive, Suite 303
Dedham, MA 02026

February 15, 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 VHA Southeast, Inc. DBA Vizient Southeast ("VSE") located at 4211 W. Boy Scout Blvd #750, Tampa, FL 33607, and are writing to notify your office of an incident that may affect the security of some personal information relating to one (1) New Hampshire resident. The investigation into this matter is ongoing, and this notice will be supplemented with any new significant facts learned subsequent to its submission. By providing this notice, VSE 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 or about August 19, 2021, VSE became aware of unusual activity related to an employee's email account. VSE immediately began investigating to better understand the nature and scope of this activity. It was determined on October 11, 2021, that someone without authorization accessed the email account for a limited amount of time. Unfortunately, the investigation could not determine whether any specific email was accessed or viewed. In an abundance of caution, a programmatic and manual review of the contents of the email account was performed to determine whether sensitive information resided in the account at the time of the incident. This process completed on December 6, 2021. VSE then worked diligently to locate address information for the potentially affected individuals and just recently completed that effort.

The information that could have been subject to unauthorized access includes name, address, and Social Security number.

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Notice to New Hampshire Resident

On or about February 15, 2022, VSE provided written notice of this incident to all affected individuals, which includes one (1) New Hampshire resident. Written notice is being provided in substantially the same form as the letter attached here as *Exhibit A*.

Other Steps Taken and To Be Taken

Upon discovering the incident, VSE moved quickly to investigate and respond to the incident, assess the security of VSE systems, and notify potentially affected individuals. VSE is also working to implement additional safeguards and training to its employees. VSE is providing access to credit monitoring services for one year, through Experian, to individuals whose personal information was potentially affected by this incident, at no cost to these individuals.

Additionally, VSE is 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. VSE is providing individuals with information on how to place a fraud alert and credit 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.

Contact Information

Should you have any questions regarding this notification or other aspects of the incident, please contact us at (267) 930-2303.

Very truly yours,

A handwritten signature in black ink, appearing to read "Lynda Jensen", with a stylized flourish at the end.

Lynda Jensen of
MULLEN COUGHLIN LLC

LRJ/mah
Attachment

EXHIBIT A

vizient southeast

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

February 15, 2022



H5478-L01-0000001 T00001 P001 *****SCH 5-DIGIT 12345

SAMPLE A SAMPLE - L01 INDIVIDUAL

APT ABC

123 ANY STREET

ANYTOWN, ST 12345-6789



RE: NOTICE OF SECURITY INCIDENT

Dear Sample A. Sample:

VHA Southeast, Inc. DBA Vizient Southeast (VSE) ("VSE") writes to inform you of an incident that may affect the security of some of your personal information. This notice provides information about the incident, our response, and resources available to you to help protect your information from possible misuse, should you feel it necessary to do so.

What Happened? On or about August 19, 2021, VSE became aware of unusual activity related to an employee's email account. We immediately began investigating to better understand the nature and scope of this activity. It was determined on October 11, 2021, that someone without authorization accessed the email account for a limited amount of time. Unfortunately, the investigation could not determine whether any specific email was accessed or viewed. In an abundance of caution, a programmatic and manual review of the contents of the email account was performed to determine whether sensitive information resided in the account at the time of the incident. This process completed on December 6, 2021. VSE then worked diligently to locate address information for the potentially affected individuals and just recently completed that effort.

What Information Was Involved? The investigation could not confirm whether information related to you was accessed or viewed during this incident. However, VSE is notifying you out of an abundance of caution. The information related to you that was accessible during this incident includes your name and [Extra1].

What We Are Doing. We take this incident and the security of personal information in our care seriously. Upon learning of this incident, we moved quickly to investigate and respond to the incident, assess the security of relevant systems, and notify potentially affected individuals. Our response included resetting relevant account passwords, reviewing the contents of the email account to determine whether it contained personal information, and reviewing internal systems to identify contact information for purposes of providing notice to potentially affected individuals. As part of our ongoing commitment to the security of information, we are also reviewing existing policies and procedures to reduce the likelihood of a similar future incident.

VSE is notifying relevant state and federal regulators. We are also offering you access to complimentary credit monitoring and identity protection services for 12 months through Experian. These services include fraud consultation and identity theft restoration services. If you wish to activate the credit monitoring and identity protection services, you may follow the instructions included in the *Steps You Can Take to Protect Personal Information*.

Vizient Southeast
4211 W Boy Scout Blvd., Suite 750
Tampa, FL 33607
813-350-8300 Office
813-350-8383 Fax
www.vizientse.com

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H5478-L01

What You Can Do. We encourage you to remain vigilant against incidents of identity theft and fraud by reviewing your account statements and monitoring your free credit reports for suspicious activity and to detect errors. You may also review the information contained in the attached *Steps You Can Take to Protect Personal Information*. There, you will also find more information on the credit monitoring and identity protection services we are making available to you. Although VSE will cover the cost of these services, we are unable to enroll on your behalf, and you will need to complete the activation process.

For More Information. We understand that you may have questions about this incident that are not addressed in this letter. If you have additional questions, please call our call center at (833) 339-1511, Monday through Friday from 9 a.m. to 11 p.m. EST, or Saturday and Sunday from 11 a.m. to 8 p.m. EST (excluding US holidays). Please be prepared to provide engagement number _____ when speaking with a representative.

Sincerely,

A handwritten signature in black ink, appearing to read "Robert Grady", written in a cursive style.

Robert Grady
President & CEO
VHA Southeast, Inc. DBA Vizient Southeast (VSE)

STEPS YOU CAN TAKE TO PROTECT PERSONAL INFORMATION

Enroll in Credit Monitoring and Identity Restoration

To help protect your identity, we are offering complimentary access to Experian IdentityWorksSM for one year.

If you believe there was fraudulent use of your information as a result of this incident and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent. 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 from the date of the incident (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 Identity Restoration is available to you for one year 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.

While identity restoration assistance is immediately available to you, we also encourage you to activate the fraud detection tools available through Experian IdentityWorks as a complimentary one-year membership. This product provides you with superior identity detection and resolution of identity theft. To start monitoring your personal information, please follow the steps below:

- Ensure that you **enroll by May 31, 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**

If you have questions about the product, need assistance with Identity Restoration that arose as a result of this incident or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at **(833) 339-1511** by May 31, 2022. Be prepared to provide engagement number as proof of eligibility for the Identity Restoration services by Experian.

ADDITIONAL DETAILS REGARDING YOUR ONE-YEAR 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 specialists are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARETM:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **\$1 Million Identity Theft Insurance^{**}:** Provides coverage for certain costs and unauthorized electronic fund transfers.

* 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.

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 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.

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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 one-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	Experian	TransUnion
https://www.equifax.com/personal/credit-report-services/	https://www.experian.com/help/	https://www.transunion.com/credit-help
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; 1-877-ID-THEFT (1-877-438-4338); TTY: 1-866-653-4261; and www.identitytheft.gov. 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 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. VHA Southeast, Inc. DBA Vizient Southeast (VSE) is located at 4211 W. Boy Scout Blvd #750, Tampa, FL 33607.