

JONES DAY

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RECEIVED

APR 20 2020

DIRECT NUMBER: (412) 394-7272

CONSUMER PROTECTION
JKITCHEN@JONESDAY.COM

April 17, 2020

VIA U.S. MAIL

Office of the Attorney General
State of New Hampshire
33 Capitol Street
Concord, NH 03301

Office of the Attorney General:

I am counsel for Ambry Genetics Corporation. I am writing to provide notice of a data security incident, as described in the enclosed letter. Please contact me for any further information (412.394.7272, jkitchen@jonesday.com).

Sincerely,

James Kitchen
James T. Kitchen

Enclosure



Office of the Attorney General
State of New Hampshire
33 Capitol Street
Concord, NH 03301

April 17, 2020

Notice of Data Security Incident

Office of the Attorney General:

I am writing to provide you notice of a data security incident at Ambry Genetics Corporation (Ambry[®]). An unauthorized third party gained access to one business email account. In response, Ambry took action to block further unauthorized access and determine what information may have been impacted. Ambry has notified its primary federal regulator, the Department of Health and Human Services. Ambry has also notified potentially impacted individuals in your state and offered 12 months of identity protection services free of charge.

Ambry's security team initially identified potentially unauthorized access to the impacted email account on January 22, 2020. Upon discovery, Ambry initiated an investigation, with the assistance of outside experts, which determined that there had been a successful phishing attack that resulted in unauthorized access to the account between January 22-24, 2020. Ambry contained the incident, including by implementing enhanced authentication requirements. The investigation has been unable to confirm whether any specific email within the account was accessed or acquired. In an abundance of caution, however, all of the emails in the affected user's email account were reviewed to determine whether they contained personal information. The potentially impacted information included health-related information, along with a relatively small number of social security numbers and other personal information. Ambry conducted a diligent investigation for identity and address information relating to impacted individuals, which was completed on April 10, 2020. Once these individuals were identified as residents in your state, Ambry promptly provided notice to 675 individuals in your state on April 17, 2020.¹

In the aftermath of this incident, Ambry has implemented changes to improve its cyber security posture, such as upgrading its anti-virus software and using "red banner" warnings for external emails. Ambry is also taking steps to provide additional training to employees on privacy and data security, including guidance on how to protect against phishing attempts. Ambry takes information security very seriously and sincerely regrets any concern or inconvenience that this incident may have caused.

Sincerely,

Thomas Gnielinski

Thomas Gnielinski
Chief Compliance Officer

¹ A sample notification is enclosed.



<<Date>> (Format: Month Day, Year)

<<FirstName>> <<MiddleName>> <<LastName>> <<NameSuffix>>
<<Address1>>
<<Address2>>
<<City>>, <<State>> <<Zip>>

Dear <<FirstName>> <<MiddleName>> <<LastName>> <<NameSuffix>>,

We are writing to make you aware of a security incident at Ambry Genetics that may have involved your personal information. We take the security of your information seriously, and we deeply regret any inconvenience this may cause you.

Our security team identified unauthorized access to an employee's email account between January 22-24, 2020. We promptly initiated an investigation, with the assistance of outside experts. The investigation was unable to determine whether there was unauthorized access to, or acquisition of, any particular information from the email account. Nevertheless, we are notifying you because your personal information may have been impacted. Specifically, while we are not aware of any misuse of your personal information, the security incident may have resulted in the disclosure of your information, including your <<ClientDef1(name [and/,] Impacted Data)>>.

We want to assure you that we have taken steps designed to prevent this type of event from happening again, including through an ongoing effort to enhance our security measures and to provide additional training to employees.

Out of an abundance of caution we are offering you identity monitoring services free of charge.

Visit <https://my.idmonitoringservice.com> to activate and take advantage of your identity monitoring services.

You have until **July 24, 2020** to activate your identity monitoring services.

Membership Number: <<Member ID>>

Additional information describing these services is enclosed with this letter. You can also find information about how to obtain a free credit report, security freezes, and other guidance in the attached "Additional Resources" page, which we encourage you to review.

Ambry Genetics regrets any inconvenience this may cause you. If you have questions, please call 1-888-921-0515, Monday through Friday from 8:00 a.m. to 5:30 p.m. Central Time. Please have your membership number ready.

Sincerely,

Thomas Gnielinski

Thomas Gnielinski
Chief Compliance Officer

ADDITIONAL RESOURCES

Contact information for the three nationwide credit reporting agencies is:

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

Experian, PO Box 2104, Allen, TX 75013, www.experian.com, 1-888-397-3742

TransUnion, PO Box 2000, Chester, PA 19022, www.transunion.com, 1-800-888-4213

Free Credit Report. It is recommended that you remain vigilant for incidents of fraud and identity theft by reviewing account statements and monitoring your credit report for 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 agencies.

To order your annual free credit report please visit www.annualcreditreport.com or call toll free at **1-877-322-8228**.

You can also order your annual free credit report by mailing a completed Annual Credit Report Request Form (available from the U.S. Federal Trade Commission's ("FTC") website at www.consumer.ftc.gov) to:

Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281.

For Colorado, Georgia, Maine, Maryland, Massachusetts, New Jersey, Puerto Rico, and Vermont residents:

You may obtain one or more (depending on the state) additional copies of your credit report, free of charge. You must contact each of the credit reporting agencies directly to obtain such additional report(s).

Fraud Alerts. There are two types of fraud alerts you can place on your credit report to put your creditors on notice that you may be a victim of fraud—an initial alert and an extended alert. You may ask that an initial fraud alert be placed on your credit report if you suspect you have been, or are about to be, a victim of identity theft. An initial fraud alert stays on your credit report for at least one year. You may have an extended alert placed on your credit report if you have already been a victim of identity theft with the appropriate documentary proof. An extended fraud alert stays on your credit report for seven years. You can place a fraud alert on your credit report by contacting any of the three national credit reporting agencies.

Security Freeze. You have the ability to place a security freeze, also known as a credit freeze, on your credit report free of charge.

A security freeze is intended to prevent credit, loans and services from being approved in your name without your consent. To place a security freeze on your credit report, you may be able to use an online process, an automated telephone line, or a written request to any of the three credit reporting agencies listed above. The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past five years; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. The request must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, display your name and current mailing address, and the date of issue.

Federal Trade Commission and State Attorneys General Offices. 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 home state. You may also contact these agencies for information on how to prevent or avoid identity theft.

You may contact the **Federal Trade Commission**, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580, www.ftc.gov/bcp/edu/microsites/idtheft/, 1-877-IDTHEFT (438-4338).

For Maryland residents: You may contact the Maryland Office of the Attorney General, Consumer Protection Division, 200 St. Paul Place, Baltimore, MD 21202, www.oag.state.md.us, 1-888-743-0023.

For North Carolina residents: You may contact the North Carolina Office of the Attorney General, Consumer Protection Division, 9001 Mail Service Center, Raleigh, NC 27699-9001, www.ncdoj.gov, 1-877-566-7226.

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

Reporting of identity theft and obtaining a police report.

For Iowa residents: You are advised to report any suspected identity theft to law enforcement or to the Iowa Attorney General.

For Massachusetts residents: You have the right to obtain a police report if you are a victim of identity theft.

For Oregon residents: You are advised to report any suspected identity theft to law enforcement, the Federal Trade Commission, and the Oregon Attorney General.

TAKE ADVANTAGE OF YOUR IDENTITY MONITORING SERVICES

You've been provided with access to the following services¹ from Kroll:

Single Bureau Credit Monitoring

You will receive alerts when there are changes to your credit data—for instance, when a new line of credit is applied for in your name. If you do not recognize the activity, you'll have the option to call a Kroll fraud specialist, who can help you determine if it's an indicator of identity theft.

Fraud Consultation

You have unlimited access to consultation with a Kroll fraud specialist. Support includes showing you the most effective ways to protect your identity, explaining your rights and protections under the law, assistance with fraud alerts, and interpreting how personal information is accessed and used, including investigating suspicious activity that could be tied to an identity theft event.

Identity Theft Restoration

If you become a victim of identity theft, an experienced Kroll licensed investigator will work on your behalf to resolve related issues. You will have access to a dedicated investigator who understands your issues and can do most of the work for you. Your investigator can dig deep to uncover the scope of the identity theft, and then work to resolve it.

¹ Kroll's activation website is only compatible with the current version or one version earlier of Chrome, Firefox, Safari and Edge. To receive credit services, you must be over the age of 18 and have established credit in the U.S., have a Social Security number in your name, and have a U.S. residential address associated with your credit file.