

CIPRIANI & WERNER

A PROFESSIONAL CORPORATION

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RECEIVED

JAN 16 2024

CONSUMER PROTECTION

January 12, 2024

Via First Class Mail

Office of Attorney General
33 Capitol Street
Concord, New Hampshire 03302

RE: Data Breach Notification

To Whom It May Concern:

We serve as counsel for Amoskeag Health located at 145 Hollis Street, Manchester, NH, 03101. We write to provide notification of a recent data breach. By providing this notice, Amoskeag Health does not waive any rights or defenses under New Hampshire law, including the data breach notification statute.

On September 25, 2023, Amoskeag Health discovered unusual activity in a company email account. Amoskeag Health immediately began an investigation, which included working with third-party specialists. The investigation determined there was unauthorized access to certain employee email accounts on September 19, 2023 and September 25, 2023. Therefore, Amoskeag Health conducted a review of the accounts to determine the information contained in the accounts and to whom it related.

On December 12, 2023, Amoskeag Health completed its review. The investigation determined the accounts contained

. Amoskeag Health identified approximately 27
New Hampshire residents who may have been impacted by this incident.

In response to this incident, Amoskeag Health conducted an investigation, reviewed its policies and procedures related to data protection, and changed account passwords. Additionally, they provided notice to potentially impacted individuals on January 11, 2024, via U.S. mail. A copy of the notice is attached as **Exhibit A**. Amoskeag Health also notified the U.S. Department of Health and Human Services. In an abundance of caution, Amoskeag Health is offering potentially impacted individuals of complimentary credit monitoring and identity protection services.

Very truly yours,

CIPRIANI & WERNER, P.C.

By:

~~Michael J. Bomfer~~, Esq.

EXHIBIT A



AMOSKEAG
HEALTH

<<First Name>> <<Last Name>>
<<Address1>> <<Address2>>
<<City>>, <<State>> <<Zip>>

January 11, 2024

Dear <<First Name>> <<Last Name>>,

We are writing to notify you of a recent incident that may impact the privacy of certain information provided to us. We take this incident very seriously and are providing you information about the incident, our response, and steps you can take to protect your information.

On September 25, 2023, we discovered unusual activity in a company email account. We immediately began an investigation, which included working with third-party specialists. Our investigation determined there was unauthorized access to certain employee email accounts on September 19, 2023 and September 25, 2023. Therefore, we conducted a review of the accounts to determine the information contained in the accounts and to whom it related. On December 12, 2023, we completed our review. The investigation determined the accounts contained

In response to this incident, we changed account passwords and reviewed our policies and procedures. Additionally, we are providing you access to complimentary credit monitoring and identity protection services. We encourage you to enroll in the credit monitoring and identity protection services we are making available to you. Instructions about how to enroll in these services and additional resources available to you are included in the enclosed *Steps You Can Take to Protect Your Information*.

We understand you may have questions about this incident. You may contact us at _____ from 8am-5pm EST. You may also write to us at 145 Hollis Street, Manchester, NH 03101.

We sincerely regret any concern this incident may cause you. The privacy and security of your information is important to us, and we will continue to take steps to protect information in our care.

Sincerely,

Amoskeag Health

STEPS YOU CAN TAKE TO PROTECT YOUR INFORMATION

Enroll in Credit Monitoring / Identity Protection

1. Website and Enrollment. Scan the QR image or go to <https://app.idx.us/account-creation/protect> and follow the instructions for enrollment using your Enrollment Code provided at the top of the letter.

2. Activate the credit monitoring provided as part of your IDX identity protection membership. The monitoring included in the membership must be activated to be effective. Note: You must have established credit and access to a computer and the internet to use this service. If you need assistance, IDX will be able to assist you.

If you discover any suspicious items and have enrolled in IDX identity protection, notify them immediately by calling or by logging into the IDX website and filing a request for help.

If you file a request for help or report suspicious activity, you will be contacted by a member of our ID Care team who will help you determine the cause of the suspicious items. In the unlikely event that you fall victim to identity theft as a consequence of this incident, you will be assigned an ID Care Specialist who will work on your behalf to identify, stop and reverse the damage quickly.

Monitor Your Accounts

We encourage you to remain vigilant against incidents of identity theft and fraud by reviewing your credit reports/account statements for suspicious activity and to detect errors. Under U.S. law, you are entitled to one free credit report annually from each of the three major credit reporting bureaus, TransUnion, Experian, and Equifax. To order your free credit report, visit www.annualcreditreport.com or call 1-877-322-8228. Once you receive your credit report, review it for discrepancies and identify any accounts you did not open or inquiries from creditors that you did not authorize. If you have questions or notice incorrect information, contact the credit reporting bureaus:

TransUnion 1-800-680-7289 www.transunion.com	Experian 1-888-397-3742 www.experian.com	Equifax 1-888-298-0045 www.equifax.com
TransUnion Fraud Alert P.O. Box 2000 Chester, PA 19016-2000	Experian Fraud Alert P.O. Box 9554 Allen, TX 75013	Equifax Fraud Alert P.O. Box 105069 Atlanta, GA 30348-5069
TransUnion Credit Freeze P.O. Box 160 Woodlyn, PA 19094	Experian Credit Freeze P.O. Box 9554 Allen, TX 75013	Equifax Credit Freeze P.O. Box 105788 Atlanta, GA 30348-5788