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December 3, 2020

Atlanta
Florham Park
Hartford
Los Angeles
Miami
New York
Orlando
Tallahassee
Tampa
Washington, DC
West Palm Beach

Consumer Protection Bureau
New Hampshire Office of the Attorney General
33 Capitol Street
Concord, NH 03301
DOJ-CPB@doj.nh.gov

Via First Class Mail and Email

Re: Security Incident Notice Provided for Angeion Group

To Whom It May Concern:

We are providing notification on behalf of our client, Angeion Group (“Angeion”), in connection with the unauthorized access to the corporate email box of one of Angeion’s employees. Angeion is a claims administrator headquartered at 1650 Arch Street, Suite 2210, Philadelphia, Pennsylvania, 19103.

Nature of the Incident

In July 2020, Angeion learned that, between March 30, 2020 and May 4, 2020, an unknown third party accessed, remotely and without authorization, the corporate email box of one of Angeion’s employees. Upon learning of the incident, Angeion launched an investigation, obtained the advice and assistance of outside consultants, and notified law enforcement.

Angeion’s investigation revealed that, in light of the employee’s job functions, the subject email box included certain personal information, present in claims administration files and related communications. Such personal information included each affected individual’s name and one or more of the following: date of birth, electronic or digital signature, Social Security Number, driver’s license number, government-issued identification number, medical information, health insurance information, credit card information, and/or bank or financial account information.

Given the volume and nature of the data at issue, Angeion worked diligently to determine the scope of the incident, identify potentially affected individuals, and confirm those individuals’ states of residence. Those efforts concluded recently. It has not been possible to

Carlton Fields, P.A.

determine whether or not any particular individual's information was in fact accessed by the perpetrator. Angeion is not aware of any misuse of any individual's information.

New Hampshire Residents Affected

The personal information of 48 residents of New Hampshire may have been involved in this incident. A notification letter will be sent to the New Hampshire residents via regular mail on December 4, 2020. A sample of the notification letter is attached.

Steps Taken and Plans Relating to the Incident

In addition to the efforts described above, Angeion has taken actions to prevent a similar incident from occurring in the future, including employee training and security enhancements.

Angeion has engaged IDX to provide 12 months of credit monitoring and identity protection services at no cost to the affected individuals.

Contact Information

Should you have any questions or if any additional information is needed, please contact me at jswanson@carltonfields.com or 813.229.4335.

Sincerely,

Carlton Fields

/s/ Joseph W. Swanson

Joseph W. Swanson

ELECTRONICALLY SIGNED TO EXPEDITE DELIVERY

Enclosure



C/O IDX
PO Box 4600
Everett WA 98204

To Enroll, Please Call:
833-905-3228
Or Visit:
<https://app.idx.us/account-creation/protect>
Enrollment Code: <<XXXXXXXXXX>>

ENDORSE



NAME

ADDRESS1

ADDRESS2

CSZ

COUNTRY



SEQ
CODE 2D
Ver 1D

BREAK

December 4, 2020

Notice of Data Breach

Dear **NAME**:

Angeion Group (“Angeion”) takes the security and privacy of information in our care seriously. We are writing to inform you of a recent incident that might have involved your personal information. As discussed below, to address this situation, we are offering **MEMBERSHIP_OFFER_LENGTH** of identity protection and restoration services, at no cost to you. We apologize for any inconvenience this incident may cause.

What Happened

In July 2020, we learned that between March 30, 2020 and May 4, 2020, an unknown third party accessed, remotely and without authorization, the corporate email box of one of our employees. In light of the employee’s job functions, that email box included certain personal information, present in claims administration files and related communications.

What Information Was Involved

You are receiving this notice because we recently determined that the information in the subject email box included your name and one or more of the following of your personal information: date of birth, electronic or digital signature, Social Security Number, driver’s license number, government-issued identification number, medical information or health insurance information, credit card information, and/or bank or financial account information.

The investigation has been unable to determine whether the perpetrator in fact accessed your particular information, and we are not aware of any misuse of your information. However, out of an abundance of caution, we wanted to inform you of the steps we have taken and are currently taking in hopes of mitigating any potential misuse of your information.

What We Are Doing

Upon learning of the incident, we launched an investigation and worked diligently to determine the scope of the incident and identify potentially affected individuals. We also notified law enforcement of the incident. In addition, we have taken actions to prevent a similar incident from occurring in the future, including employee training and security enhancements.

To ease any concerns you might have about this situation, at no cost to you, we are offering you free identity theft protection services through IDX, a data breach and recovery services company, to provide you with credit and CyberScan monitoring, a \$1,000,000 insurance reimbursement policy, and fully managed ID theft recovery services.

1650 Arch Street, Suite 2210
Philadelphia, PA 19103
www.angeiongroup.com
215.563.4116 (P)
215.525.0209 (F)

What You Can Do

You should remain vigilant by reviewing your bank, credit card, debit card and other financial account statements and monitoring free credit reports. Immediately report any suspicious activity. We also encourage you to contact IDX with any questions and to enroll in free identity protection services by calling 833-905-3228 or going to <https://app.idx.us/account-creation/protect> and using the Enrollment Code provided above. IDX personnel are available Monday through Friday from 9 a.m. to 9 p.m. Eastern Time. Please note the deadline to enroll is March 4, 2021. You will find detailed instructions for enrollment on the enclosed Recommended Steps document.

Again, at this time, there is no evidence that your information has been misused. However, we encourage you to take full advantage of this service offering. IDX representatives have been fully versed on the incident and can answer questions or concerns you may have regarding protection of your personal information.

For More Information

We fully appreciate the importance of protecting your personal information, and we apologize for any inconvenience caused by this incident.

Please call 833-905-3228 or go to <https://app.idx.us/account-creation/protect> for assistance or for any additional questions you may have about enrolling in your identity protection services.

Sincerely,

Angeion Group

Enclosure



Recommended Steps to help Protect your Information

1. Website and Enrollment. 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.

3. Telephone. Contact IDX at 833-905-3228 to gain additional information about this event and speak with knowledgeable representatives about the appropriate steps to take to protect your credit identity.

4. Review your credit reports. We recommend that you remain vigilant by reviewing account statements and monitoring credit reports. Under federal law, you also are entitled every 12 months to one free copy of your credit report from each of the three major credit reporting companies. To obtain a free annual credit report, go to www.annualcreditreport.com or call 1-877-322-8228. You may wish to stagger your requests so that you receive a free report by one of the three credit bureaus every four months.

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.

You should also know that you have the right to file a police report if you ever experience identity fraud. Please note that in order to file a crime report or incident report with law enforcement for identity theft, you will likely need to provide some kind of proof that you have been a victim. A police report is often required to dispute fraudulent items. You can report suspected incidents of identity theft to local law enforcement or to the Attorney General.

5. Place Fraud Alerts with the three credit bureaus. If you choose to place a fraud alert, we recommend you do this after activating your credit monitoring. You can place a fraud alert at one of the three major credit bureaus by phone and also via Experian's or Equifax's website. A fraud alert tells creditors to follow certain procedures, including contacting you, before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit. The contact information for all three bureaus is as follows:

Credit Bureaus

Equifax Fraud Reporting
1-866-349-5191
P.O. Box 105069
Atlanta, GA 30348-5069
www.equifax.com

Experian Fraud Reporting
1-888-397-3742
P.O. Box 9554
Allen, TX 75013
www.experian.com

TransUnion Fraud Reporting
1-800-680-7289
P.O. Box 2000
Chester, PA 19022-2000
www.transunion.com

It is necessary to contact only ONE of these bureaus and use only ONE of these methods. As soon as one of the three bureaus confirms your fraud alert, the others are notified to place alerts on their records as well. You will receive confirmation letters in the mail and will then be able to order all three credit reports, free of charge, for your review. An initial fraud alert will last for one year.

Please Note: No one is allowed to place a fraud alert on your credit report except you.

6. Security Freeze. By placing a security freeze, someone who fraudulently acquires your personal identifying information will not be able to use that information to open new accounts or borrow money in your name. You will need to contact the three national credit reporting bureaus listed above to place the freeze. Keep in mind that when you place the freeze, you will not be able to borrow money, obtain instant credit, or get a new credit card until you temporarily lift or permanently remove the freeze. There is no cost to freeze or unfreeze your credit files.

7. You can obtain additional information about the steps you can take to avoid identity theft from the following agencies. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them.

District of Columbia Residents: Office of the Attorney General for the District of Columbia, 400 6th Street, NW, Washington, D.C., 20001, www.oag.dc.gov, Telephone: 1-202-727-3400.

California Residents: Visit the California Office of Privacy Protection (www.oag.ca.gov/privacy) for additional information on protection against identity theft.

Kentucky Residents: Office of the Attorney General of Kentucky, 700 Capitol Avenue, Suite 118 Frankfort, Kentucky 40601, www.ag.ky.gov, Telephone: 1-502-696-5300.

Maryland Residents: Office of the Attorney General of Maryland, Consumer Protection Division 200 St. Paul Place Baltimore, MD 21202, www.oag.state.md.us/Consumer, Telephone: 1-888-743-0023.

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 agencies 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 a 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. You can review your rights pursuant to the Fair Credit Reporting Act by visiting 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.

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/>.

North Carolina Residents: Office of the Attorney General of North Carolina, 9001 Mail Service Center Raleigh, NC 27699-9001, www.ncdoj.gov, Telephone: 1-919-716-6400.

Oregon Residents: Oregon Department of Justice, 1162 Court Street NE, Salem, OR 97301-4096, www.doj.state.or.us/, Telephone: 877-877-9392

Rhode Island Residents: Office of the Attorney General, 150 South Main Street, Providence, Rhode Island 02903, www.riag.ri.gov, Telephone: 401-274-4400

All US Residents: Identity Theft Clearinghouse, Federal Trade Commission, 600 Pennsylvania Avenue, NW Washington, DC 20580, www.consumer.gov/idtheft, 1-877-IDTHEFT (438-4338), TTY: 1-866-653-4261.