



150 N. Riverside Plaza, Suite 3000 Chicago, IL 60606 • (312) 819-1900

February 26, 2024

**VIA E-MAIL (ATTORNEYGENERAL@DOJ.NH.GOV)**

The Honorable Gordon MacDonald  
Attorney General of the State of New Hampshire  
Office of the Attorney General  
33 Capitol Street  
Concord, New Hampshire 03301

**Re:     *Notification of Data Security Incident***

Dear Madam/Sir:

We represent Bay Area Anesthesia, LLC (“BAA”), 5380 Tech Data Dr., Clearwater, FL 33760, in connection with an incident that involved the personal information of certain New Hampshire residents. BAA is reporting the incident pursuant to N.H. REV. STAT. ANN. § 359-C:20. This notice will be supplemented, if necessary, with any new significant facts discovered subsequent to this submission. While BAA is notifying you of this incident, BAA does not waive any rights or defenses relating to the incident or this notice.

**NATURE OF THE INCIDENT**

BAA recently received notice from Bowden Barlow Law, P.A. (“Bowden Barlow”), a former third-party legal services provider, that Bowden Barlow experienced a data security incident wherein an unknown actor gained access to its computer systems. According to Bowden Barlow, upon identifying the issue, it secured its computer systems and began an internal investigation. Bowden Barlow also stated that it engaged a third-party computer forensics firm to assist with the investigation and notified local and federal law enforcement. Bowden Barlow further advised that the computer forensics firm completed its investigation and determined that the unknown actor gained access to one (1) Bowden Barlow computer server between November 17, 2023 and December 1, 2023 and, during that time, accessed and downloaded certain documents stored on that server.

Thereafter, on December 29, 2023, Bowden Barlow informed BAA that, based on the results of the third-party computer forensic investigation, documents accessed and downloaded by the unknown actor may have contained certain BAA patients’ personal information, including . Thereafter and upon further confirmation

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from Bowden Barlow that certain BAA patients' personal information was involved, BAA has been working with Bowden Barlow to obtain more information regarding the incident and to locate addresses for, and notify, those individuals as soon as possible.

### **NOTICE TO NEW HAMPSHIRE RESIDENTS**

Beginning today, February 26, 2024, BAA is mailing notification letters to four (4) New Hampshire residents whose personal information was involved in the incident, according to the results of Bowden Barlow's third-party computer forensic firm's investigation and for whom BAA has valid mailing addresses. The notification letter includes an offer of \_\_\_\_\_ of complimentary credit monitoring and identity theft protection services for those individuals whose Social Security numbers were involved. Enclosed is a copy of the notice that is being sent to the Illinois residents via first-class United States mail.

### **STEPS TAKEN RELATING TO THE INCIDENT**

According to Bowden Barlow, upon learning of the incident, it secured its computer systems and began an internal investigation. Bowden Barlow also stated it engaged a third-party computer forensics firm to assist with the investigation and notified local and federal law enforcement. Furthermore, Bowden Barlow indicated that it is taking steps to reduce the risk of this type of incident occurring in the future, including enhancing technical security measures and security policies.

As discussed above, based on investigative findings provided by Bowden Barlow, BAA is notifying potentially involved individuals, offering free credit monitoring services for those individuals whose \_\_\_\_\_ were involved, and providing individuals with information on how they can protect themselves against potential fraudulent activity and identity theft.



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**CONTACT INFORMATION**

Please do not hesitate to contact me if you have any questions or if I can provide you with any further information concerning this matter.

Sincerely,

Bruce A. Radke

Enclosure

## Bay Area Anesthesia

Secure Processing Center  
P.O. Box 3826  
Suwanee, GA 30024

<<First Name>> <<Last Name>>

<<Address 1>>

<<Address 2>>

<<City>><<State>><<Zip>>

<<Date>>

### Postal IMB Barcode

Dear <<First Name>> <<Last Name>>:

Bay Area Anesthesia, LLC (“BAA”) values and respects the privacy of your information, which is why we are writing to advise you of an incident that occurred at Bowden Barlow Law, P.A. (“Bowden Barlow”), a former third-party legal services provider, which may have involved some of your personal information. In addition to advising you of the incident at Bowden Barlow, we are writing to provide you with guidance on what you can do to protect yourself, should you feel it is appropriate to do so.

**What Happened?** We recently received notice from Bowden Barlow that it experienced a data security incident wherein an unknown actor gained access to Bowden Barlow’s computer systems. According to Bowden Barlow, upon identifying the issue, it secured its computer systems and began an internal investigation. Bowden Barlow also stated that it engaged a third-party computer forensics firm to assist with the investigation and notified local and federal law enforcement. Bowden Barlow has further advised that the computer forensics firm has completed its investigation and determined that the unknown actor gained access to one (1) Bowden Barlow computer server between November 17, 2023, and December 1, 2023 and, during that time, accessed and downloaded certain documents stored on that server.

**What Information Was Involved?** Bowden Barlow advised that it reviewed the contents of the relevant documents and determined that the documents contained your name, in addition to one or more of the following: <<Breached Elements>>.

**What We Are Doing.** Bowden Barlow indicated that in addition to the actions described above, it is taking steps to reduce the risk of this type of incident occurring in the future, including enhancing its technical security measures and security policies.

Furthermore, BAA is offering a **complimentary one-year membership of Experian IdentityWorks<sup>SM</sup> Credit 3B**. This product helps detect possible misuse of your personal information and provides you with identity protection services focused on prompt identification and resolution of identity theft. IdentityWorks Credit 3B is completely free to you and enrolling in this program will not affect your credit score. **For more information on identity theft prevention and IdentityWorks Credit 3B, including instructions on how to activate your complimentary membership, please see the additional information provided in this letter.**

**What You Can Do.** We encourage you to take advantage of the complimentary credit monitoring offered by BAA and included in this letter. You can also find more information on steps to protect yourself against possible identity theft or fraud in the enclosed *Additional Important Information* page.

**For More Information.** We value the trust you place in us to protect your privacy, take our responsibility to safeguard your personal information seriously, and apologize for any inconvenience or concern this incident might

cause. For further information and assistance, please call 888-315-7790 from 9 a.m. – 9 p.m. Eastern, Monday through Friday (excluding holidays).

Sincerely,

Bay Area Anesthesia, LLC

## ACTIVATING YOUR COMPLIMENTARY CREDIT MONITORING

To help protect your identity, we are offering a **complimentary** membership of Experian IdentityWorks<sup>SM</sup> Credit 3B. This product helps detect possible misuse of your personal information and provides you with superior identity protection support focused on immediate identification and resolution of identity theft.

### Activate IdentityWorks Credit 3B Now in Three Easy Steps

1. ENROLL by: <<**Enrollment Deadline**>> (Your code will not work after this date.)
2. VISIT the **Experian IdentityWorks website** to enroll: <https://www.experianidworks.com/3bcredit>
3. PROVIDE the **Activation Code**: <<**Activation Code**>>

If you have questions about the product, need assistance with identity restoration or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at 877-288-8057. Be prepared to provide engagement number <<**Engagement Number**>> as proof of eligibility for the identity restoration services by Experian.

### ADDITIONAL DETAILS REGARDING YOUR EXPERIAN IDENTITYWORKS CREDIT 3B MEMBERSHIP:

A credit card is **not** required for enrollment in Experian IdentityWorks Credit 3B.

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, Equifax and Transunion files for indicators of fraud.
- **Identity Restoration:** Identity Restoration specialists are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARE<sup>TM</sup>:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **Up to \$1 Million Identity Theft Insurance<sup>\*\*</sup>:** Provides coverage for certain costs and unauthorized electronic fund transfers.

Activate your membership today at <https://www.experianidworks.com/3bcredit> or call 877-288-8057 to register with the activation code above.

**What you can do to protect your information:** There are additional actions you can consider taking to reduce the chances of identity theft or fraud on your account(s). Please refer to [www.ExperianIDWorks.com/restoration](http://www.ExperianIDWorks.com/restoration) for this information. If you have any questions about IdentityWorks, need help understanding something on your credit report or suspect that an item on your credit report may be fraudulent, please contact Experian's customer care team at 877-288-8057.

\* 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.

## Additional Important Information

As a precautionary measure, we recommend that you remain vigilant to protect against potential fraud and/or identity theft by, among other things, reviewing your account statements and monitoring credit reports closely. If you detect any suspicious activity on an account, you should promptly notify the financial institution or company with which the account is maintained. You should also promptly report any fraudulent activity or any suspected incidents of identity theft to proper law enforcement authorities, including the police and your state's attorney general, as well as the Federal Trade Commission ("FTC").

You may wish to review the tips provided by the FTC on fraud alerts, security/credit freezes and steps you can take to avoid identity theft. For more information and to contact the FTC, please visit [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft) or call 1-877-ID-THEFT (1-877-438-4338). You may also contact the FTC at Federal Trade Commission, 600 Pennsylvania Avenue, NW, Washington, DC 20580.

**Credit Reports:** By law, you may obtain a free copy of your credit report once every 12 months from each of the three national credit reporting agencies. The three national credit reporting agencies have also agreed to provide free weekly online credit reports. You can obtain your free credit report by visiting [www.annualcreditreport.com](http://www.annualcreditreport.com), by calling toll-free 1-877-322-8228, or by completing an Annual Credit Report Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348. You can print a copy of the request form at <https://www.annualcreditreport.com/manualRequestForm.action>. Alternatively, you may elect to purchase a copy of your credit report by contacting the three national credit reporting agencies. Contact information for the three national credit reporting agencies for the purpose of requesting a copy of your credit report or for general inquiries is as follows:

Equifax  
1-866-349-5191  
[www.equifax.com](http://www.equifax.com)  
P.O. Box 740241  
Atlanta, GA 30374

Experian  
1-888-397-3742  
[www.experian.com](http://www.experian.com)  
P.O. Box 2002  
Allen, TX 75013

TransUnion  
1-800-888-4213  
[www.transunion.com](http://www.transunion.com)  
P.O. Box 2000  
Chester, PA 19016

**Fraud Alerts:** By law, you have the right to place a fraud alert on your credit report if you believe you have been, or are about to become, a victim of fraud or related crime. A fraud alert is free and will stay on your credit report for one (1) year. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any new accounts in your name. To place a fraud alert on your credit report, contact any of the three national credit reporting agencies using the contact information listed above. Additional information is available at [www.annualcreditreport.com/protectYourIdentity.action](http://www.annualcreditreport.com/protectYourIdentity.action).

**Credit and Security Freezes:** By law, you have the right to place a credit freeze, also known as a security freeze, on your credit file, so that no new credit can be opened in your name without the use of a PIN number that is issued to you when you initiate the freeze. A credit freeze is designed to prevent potential credit grantors from accessing your credit report without your consent. If you place a credit freeze, potential creditors and other third parties will not be able to get access to your credit report unless you temporarily lift the freeze. Therefore, using a credit freeze may delay your ability to obtain credit. Unlike a fraud alert, you must separately place a credit freeze on your credit file at each credit reporting company. Since the instructions for how to establish a credit freeze differ from state to state, please contact the three major credit reporting companies as specified below to find out more information:

Equifax Security Freeze  
1-888-298-0045  
<https://www.equifax.com/personal/credit-report-services/credit-freeze/>  
P.O. Box 105788  
Atlanta, GA 30348

Experian Security Freeze  
1-888-397-3742  
<https://www.experian.com/freeze/center.html>  
P.O. Box 9554  
Allen, TX 75013

TransUnion Security Freeze  
1-888-909-8872  
<https://www.transunion.com/credit-freeze>  
P.O. Box 160  
Woodlyn, PA 19094

This notification was not delayed by law enforcement.

**Iowa Residents:** Iowa residents can contact the Office of the Attorney general to obtain information about steps to take to avoid identity theft from the Iowa Attorney General's office at: Office of the Attorney General of Iowa, Hoover State Office Building, 1305 E. Walnut Street, Des Moines IA 50319, 515-281-5164.

**Maryland Residents:** Maryland residents can contact the Office of the Attorney General to obtain information about steps you can take to avoid identity theft from the Maryland Attorney General's office at: Office of the Attorney General, 200 St. Paul Place, Baltimore, MD 21202, (888) 743-0023, <http://www.marylandattorneygeneral.gov/>.

**New Mexico Residents:** Individuals have rights under the Fair Credit Reporting Act. We encourage you to review your rights under the Fair Credit Reporting Act by visiting [https://files.consumerfinance.gov/f/documents/bcfp\\_consumer-rights-summary\\_2018-09.pdf](https://files.consumerfinance.gov/f/documents/bcfp_consumer-rights-summary_2018-09.pdf), or by requesting information in writing from the Consumer Financial Protection Bureau, 1700 G Street N.W., Washington, DC 20552.

**New York State Residents:** New York residents can obtain information about preventing identity theft from the New York Attorney General's Office at: Office of the Attorney General for the State of New York, Bureau of Consumer Frauds & Protection, The Capitol, Albany, New York 12224-0341; <https://ag.ny.gov/consumer-frauds/identity-theft>; (800) 771-7755.

**North Carolina Residents:** North Carolina residents can obtain information about preventing identity theft from the North Carolina Attorney General's Office at: North Carolina Attorney General's Office, Consumer Protection Division, 9001 Mail Service Center, Raleigh, NC 27699-9001; 877-5-NO-SCAM (Toll-free within North Carolina); 919-716-6000; [www.ncdoj.gov](http://www.ncdoj.gov).

**Oregon Residents:** Oregon residents are advised to report any suspected identity theft to law enforcement, including the Federal Trade Commission and the Oregon Attorney General. Oregon residents can contact the Oregon Attorney General at 1162 Court St. NE, Salem, OR 97301-4096; 503-378-4400; <https://www.doj.state.or.us/>.

**Rhode Island Residents:** We believe that this incident affected 1 Rhode Island resident. Rhode Island residents can contact the Office of the Attorney general at: Rhode Island Office of the Attorney General, 150 South Main Street, Providence, RI 02903, (401) 274-4400, [www.riag.ri.gov](http://www.riag.ri.gov). You have the right to obtain any police report filed in regard to this incident. If you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it.