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CONSUMER PROTECTION

Also admitted in Massachusetts

Sent via first-class mail

January 15, 2020

Attorney General Gordon MacDonald
Office of the Attorney General
33 Capitol Street
Concord, NH 03301

RE: Breach Notification

Dear Attorney General MacDonald:

Please be advised that we represent Bi-State Primary Care Association (“Bi-State”) in regard to a recent security incident. Pursuant to RSA § 359-C:20, we are reporting to you, on behalf of Bi-State, that Bi-State notified one (1) New Hampshire resident of a breach of their personal information.

On December 9, 2019, Bi-State was the victim of a sophisticated ransomware attack. Although there was no evidence that any information was actually accessed, the information potentially accessed by the unauthorized individual included the New Hampshire resident’s name, address and driver’s license number.

The New Hampshire resident affected by this incident has received the enclosed notice pursuant to RSA § 359-C:20.

If you have any questions, please do not hesitate to contact me.

Sincerely,



Linn F. Freedman

Enclosure

525 Clinton Street
Bow, NH 03304
Voice: 603-228-2830
Fax: 603-228-2464



61 Elm Street
Montpelier, VT 05602
Voice: 802-229-0002
Fax: 802-223-2336

January 15, 2020

RE: Your personal information

Dear _____ :

Bi-State Primary Care Association (“Bi-State”) is committed to protecting the confidentiality of our employees’ information. As you know, we are writing to inform you that Bi-State was the victim of a sophisticated ransomware attack on or about December 9, 2019. Although there is no evidence that information was actually accessed by the intruder, the information potentially accessed by the unauthorized individual included your name, address and driver’s license number.

While we have no evidence that your information has been misused, out of an abundance of caution, you may wish to contact the three (3) major credit reporting bureaus if you wish to place a security freeze on any of your accounts:

Experian (1-888-397-3742)
P.O. Box 4500
Allen, TX 75013
www.experian.com

Equifax (1-800-525-6285)
P.O. Box 740241
Atlanta, GA 30374
www.equifax.com

TransUnion (1-800-680-7289)
P.O. Box 2000
Chester, PA 19016
www.transunion.com

A security freeze prohibits a credit reporting agency from releasing any information from a consumer’s credit report without written authorization. However, please be aware that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit mortgages, employment, housing or other services. There is no charge to request a credit freeze.

In order to request a security freeze, you will need to provide the following information:

- Your full name (including middle initial as well as Jr., Sr., II, III, etc.);
- Social Security number;
- Date of birth;
- If you have moved in the past five (5) years, provide the addresses where you have lived over the prior five (5) years;
- Proof of current address such as a current utility bill or telephone bill; and,

- A legible photocopy of a government issued identification card (state driver's license or ID card, military identification, etc.).

The credit reporting agencies have three (3) business days after receiving your request to place a security freeze on your credit report. The credit bureaus must also send written confirmation to you within five (5) business days and provide you with a unique personal identification number (PIN) or password, or both that can be used by you to authorize the removal or lifting of the security freeze.

To lift the security freeze in order to allow a specific entity or individual access to your credit report, you must call or send a written request to the credit reporting agencies by mail and include proper identification (name, address, and Social Security number) and the PIN number or password provided to you when you placed the security freeze as well as the identities of those entities or individuals you would like to receive your credit report or the specific period of time you want the credit report available. The credit reporting agencies have three (3) business days after receiving your request to lift the security freeze for those identified entities or for the specified period of time.

To remove the security freeze, you must send a written request to each of the three credit bureaus by mail and include proper identification (name, address, and social security number) and the PIN number or password provided to you when you placed the security freeze. The credit bureaus have three (3) business days after receiving your request to remove the security freeze.

Should you wish to obtain a credit report and monitor it on your own, you may obtain free copies of your credit report by visiting www.annualcreditreport.com or by calling them toll-free at 1-877-322-8228. (Hearing impaired consumers can access their TDD service at 1-877-730-4204.) Upon receipt of your credit report, we recommend that you review it carefully for any suspicious activity.

You can also obtain more information about identity theft and ways to protect yourself from the Federal Trade Commission (FTC). The FTC has an identity theft hotline: 877-438-4338; TTY: 1-866-653-4261. They also provide information on-line at www.ftc.gov/idtheft.

We regret that this occurred. If you have any questions please do not hesitate to contact me at 603-228-2830, Extension 114.

Sincerely,



Lori H. Real, MHA
Executive Vice President
Finance and Business Development