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November 13, 2020

VIA U.S. MAIL

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

Re: Bruce L. Boros, M.D., P.A. DBA Advanced Urgent Care – Follow Up Incident Notification

Dear Attorney General MacDonald:

I am writing to follow up on our initial notice that Bruce L. Boros, M.D., P.A. DBA Advanced Urgent Care ("Advanced Urgent Care") provided notice of an incident that impacted the security of personal information of one (1) New Hampshire resident. Advanced Urgent Care provided notice to this resident on May 8, 2020 and notified you of the same on May 18, 2020. Advanced Urgent Care's investigation is ongoing, and this follow up notification will be supplemented with any new or significant facts or findings subsequent to this submission, if any. By providing this notice, Advanced Urgent Care does not waive any rights or defenses regarding the applicability of New Hampshire law or personal jurisdiction.

After an extensive forensic investigation and comprehensive manual document review, Advanced Urgent Care subsequently discovered on September 11, 2020 that the impacted data also contained personal information relating to an additional thirty-six (36) New Hampshire residents. The impacted data included the affected residents' full names, Social Security numbers and bank account information.

To date, Advanced Urgent Care has no evidence that any of the information has been misused. Nevertheless, out of an abundance of caution, Advanced Urgent Care wanted to inform you (and the affected residents) of the incident and to explain the steps that it is taking to help safeguard the affected residents against identity fraud. Advanced Urgent Care provided the affected residents with written notification of this incident on November 6, 2020 in substantially the same form as the letter attached hereto. Advanced Urgent Care offered the affected residents with impacted Social Security numbers a complimentary one-year membership with a credit monitoring service. Advanced Urgent Care advised the affected residents about the process for placing fraud alerts and/or security freezes on their credit files and obtaining free credit reports. The affected residents were also provided with the contact information for the consumer reporting agencies and the Federal Trade Commission.

At Advanced Urgent Care, protecting the privacy of personal information is a top priority. Advanced Urgent Care is committed to maintaining the privacy of personal information in its possession and has taken many precautions to safeguard it. Advanced Urgent Care continually evaluates and modifies its practices and internal controls to enhance the security and privacy of personal information.

Advanced Urgent Care provided notification to individuals pursuant to the HIPAA Breach Notification Rule, 45 CFR §§ 164.400-414.

Should you have any questions regarding this notification, please contact me at (248) 220-1356 or dpaluzzi@mcdonaldhopkins.com. Thank you for your cooperation.

Sincerely,

Dominic A. Paluzzi

Encl.

ADVANCED URGENT CARE of the Florida Keys

Return Mail Processing Center
P.O. Box 6336
Portland, OR 97228-6336

[redacted]

IMPORTANT INFORMATION
PLEASE REVIEW CAREFULLY

[redacted]

Dear [redacted]:

We are writing with important information regarding a recent security incident. The privacy and security of the personal information we maintain is of the utmost importance to Bruce L. Boros, M.D., P.A. DBA Advanced Urgent Care. As such, we wanted to provide you with information about the incident, explain the services we are making available to you, and let you know that we continue to take significant measures to protect your information.

What Happened?

On March 1, 2020, a ransomware infection encrypted files stored on a backup drive.

What We Are Doing.

Upon learning of the issue, we immediately commenced a prompt and thorough investigation. As part of our investigation, we have been working very closely with external cybersecurity professionals experienced in handling these types of incidents. After an extensive forensic investigation and comprehensive manual document review, we discovered on September 11, 2020, that the impacted data contained some of your personal and/or protected health information. We have no evidence that any of the information has been misused. Nevertheless, out of an abundance of caution, we want to make you aware of the incident.

What Information Was Involved?

The impacted information included some of your personal and/or protected health information, including your [redacted]. The impacted information may have also included your [redacted].

What You Can Do.

To protect you from potential misuse of your information, we are offering you a complimentary one-year membership in Equifax® Credit Watch™ Silver. For more information on identity theft prevention and Equifax® Credit Watch™, including instructions on how to activate your one-year membership, please see the additional information provided in this letter.

This letter also provides other precautionary measures you can take to protect your personal information, including placing a fraud alert and/or security freeze on your credit files, and/or obtaining a free credit report. Additionally, you should always remain vigilant in reviewing your account statements for fraudulent or irregular activity on a regular basis. We have also provided information on protecting your medical information on the following pages.

For More Information.

Please accept our apologies that this incident occurred. We are committed to maintaining the privacy of personal information in our possession and have taken many precautions to safeguard it. We continually evaluate and modify our practices and internal controls to enhance the security and privacy of your personal information. Since the date of this incident, we have implemented additional technical safeguards to safeguard information and have educated our workforce members on identifying and responding to security incidents.

If you have any further questions regarding this incident, please call our dedicated and confidential toll-free response line that we have set up to respond to questions at [redacted]. This response line is staffed with professionals familiar with this incident and knowledgeable on what you can do to help protect against misuse of your information. The response line is available Monday through Friday, 9 a.m. to 9 p.m. Eastern Time.

Sincerely,

Bruce L. Boros, M.D., P.A. DBA Advanced Urgent Care

– OTHER IMPORTANT INFORMATION –

1. Enrolling in Complimentary 12-Month Credit Monitoring.

EQUIFAX®

Enter your Activation Code: [redacted]

As a safeguard, we have arranged for you to enroll, at no cost to you, in an online credit monitoring service Equifax® Credit Watch™ Silver for one year. **You must enroll by** [redacted] (your code will not work after this date).

Product Information

Equifax® Credit Watch™ Silver provides you with the following key features:

- Equifax credit file monitoring with alerts to key changes to your Equifax Credit Report
- Automatic Fraud Alerts[1] With a fraud alert, potential lenders are encouraged to take extra steps to verify your ID before extending credit
- Wireless alerts (available online only). Data charges may apply.
- Access to one Equifax® credit report
- Up to $25,000 Identity Theft Insurance[2]
- Live agent Customer Service 7 days a week from 8 a.m. to 3 a.m.

Enrollment Instructions

To sign up online for online delivery go to [redacted]

1. Welcome Page: Enter the Activation Code provided at the top of this page in the "Activation Code" box and click the "Submit" button.

2. Register: Complete the form with your contact information (name, gender, home address, date of birth, Social Security number and telephone number) and click the "Continue" button.

3. Create Account: Complete the form with your email address, create a User Name and Password, review the Terms of Use and then check the box to accept and click the "Continue" button.

4. Verify ID: The system will then ask you up to four security questions to verify your identity. Please answer the questions and click the "Submit Order" button.

5. Order Confirmation: This page shows you your completed enrollment. Please click the "View My Product" button to access the product features.

[1] The Automatic Fraud Alert feature made available to consumers by Equifax Information Services LLC and fulfilled on its behalf by Equifax Consumer Services LLC.

[2] Identity theft insurance is underwritten by American Bankers Insurance Company of Florida or its affiliates. The description herein is a summary and intended for informational purposes only and does not include all terms, conditions and exclusions of the policies described. Please refer to the actual policies for terms, conditions and exclusions of coverage. Coverage may not be available in all jurisdictions.

2. Consider Placing a Fraud Alert on Your Credit File.

Whether or not you choose to use the complimentary 12 month credit monitoring services, we recommend that you place an initial one-year "Fraud Alert" on your credit files, at no charge. A fraud alert tells creditors to contact you personally before they open any new accounts. To place a fraud alert, call any one of the three major credit bureaus at the numbers listed below. As soon as one credit bureau confirms your fraud alert, they will notify the others.

Equifax	**Experian**	**TransUnion LLC**
P.O. Box 105069	P.O. Box 2002	P.O. Box 2000
Atlanta, GA 30348	Allen, TX 75013	Chester, PA 19016
www.equifax.com	www.experian.com	www.transunion.com
1-800-525-6285	1-888-397-3742	1-800-680-7289

3. Consider Placing a Security Freeze on Your Credit File.

If you are very concerned about becoming a victim of fraud or identity theft, you may request a "Security Freeze" be placed on your credit file, at no charge. A security freeze prohibits, with certain specific exceptions, the consumer reporting agencies from releasing your credit report or any information from it without your express authorization. You may place a security freeze on your credit report by contacting all three nationwide credit reporting companies at the numbers below and following the stated directions or by sending a request in writing, by mail, to all three credit reporting companies:

Equifax Security Freeze	**Experian Security Freeze**	**TransUnion Security Freeze**
P.O. Box 105788	P.O. Box 9554	P.O. Box 2000
Atlanta, GA 30348	Allen, TX 75013	Chester, PA 19016
https://www.freeze.equifax.com	http://experian.com/freeze	http://www.transunion.com/securityfreeze
1-800-349-9960	1-888-397-3742	1-888-909-8872

In order to place the security freeze, you'll need to supply your name, address, date of birth, Social Security number and other personal information. After receiving your freeze request, each credit reporting company will send you a confirmation letter containing a unique PIN (personal identification number) or password. Keep the PIN or password in a safe place. You will need it if you choose to lift the freeze.

If your personal information has been used to file a false tax return, to open an account or to attempt to open an account in your name or to commit fraud or other crimes against you, you may file a police report in the City in which you currently reside.

If you do place a security freeze prior to enrolling in the credit monitoring service as described above, you will need to remove the freeze in order to sign up for the credit monitoring service. After you sign up for the credit monitoring service, you may refreeze your credit file.

4. Obtaining a Free Credit Report.

Under federal law, you are entitled to one free credit report every 12 months from each of the above three major nationwide credit reporting companies. Call **1-877-322-8228** or request your free credit reports online at **www.annualcreditreport.com**. Once you receive your credit reports, review them for discrepancies. Identify any accounts you did not open or inquiries from creditors that you did not authorize. Verify all information is correct. If you have questions or notice incorrect information, contact the credit reporting company.

5. *Additional Helpful Resources*.

Even if you do not find any suspicious activity on your initial credit reports, the Federal Trade Commission (FTC) recommends that you check your credit reports periodically. Checking your credit report periodically can help you spot problems and address them quickly.

If you find suspicious activity on your credit reports or have reason to believe your information is being misused, call your local law enforcement agency and file a police report. Be sure to obtain a copy of the police report, as many creditors will want the information it contains to absolve you of the fraudulent debts. You may also file a complaint with the FTC by contacting them on the web at www.ftc.gov/idtheft, by phone at 1-877-IDTHEFT (1-877-438-4338), or by mail at Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580. Your complaint will be added to the FTC's Identity Theft Data Clearinghouse, where it will be accessible to law enforcement for their investigations. In addition, you may obtain information from the FTC about fraud alerts and security freezes.

If this letter indicates that your bank account information or credit or debit card information may have been impacted, we recommend that you contact your financial institution to inquire about steps to take to protect your account, including whether you should close your account or obtain a new account number.

New York Residents: You may obtain information about preventing identity theft from the New York Attorney General's Office: Office of the Attorney General, The Capitol, Albany, NY 12224-0341; https://ag.ny.gov/consumer-frauds-bureau/identity-theft; Telephone: 800-771-775 (TDD/TYY Support: 800-788-9898); Medicare Fraud Control Unit Direct Line: 212-417-5397.

North Carolina Residents: You may obtain information about preventing identity theft from the North Carolina Attorney General's Office: Office of the Attorney General of North Carolina, Department of Justice, 9001 Mail Service Center, Raleigh, NC 27699-9001, www.ncdoj.gov/, Telephone: 877-566-7226.

6. Protecting Your Medical Information.

We have no information to date indicating that your medical information involved in this incident was or will be used for any unintended purposes. As a general matter, however, the following practices can help to protect you from medical identity theft.

- Only share your health insurance cards with your health care providers and other family members who are covered under your insurance plan or who help you with your medical care.
- Review your "explanation of benefits statement" which you receive from your health insurance company. Follow up with your insurance company or care provider for any items you do not recognize. If necessary, contact the care provider on the explanation of benefits statement and ask for copies of medical records from the date of the potential access (noted above) to current date.
- Ask your insurance company for a current year-to-date report of all services paid for you as a beneficiary. Follow up with your insurance company or the care provider for any items you do not recognize.