

August 23, 2017

RECEIVED

AUG 28 2017 Patricia C Shea
patricia.shea@klgates.com

CONSUMER PROTECTION T +1 717 231 5870
F +1 717 231 4501

Via U.S. Mail

Department of Justice
Office of the Attorney General
33 Capitol Street
Concord, NH 03301

RE: NOTICE OF DATA BREACH

Dear Sir or Madam:

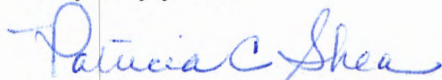
CBS Consolidated, Inc., doing business as Cornerstone Business & Management Solutions ("Cornerstone") provides various services for durable medical equipment companies. To provide these services, the durable medical equipment companies provide personal information regarding their patients to Cornerstone or Cornerstone obtains the information from the patients directly.

On July 10, 2017, Cornerstone discovered a fraudulent account had been established and used to access Cornerstone's server. The account downloaded personal information of patients, including names, addresses, dates of birth, and some insurance information which may include a social security number for those individuals with Medicare coverage. No banking or credit card information was involved. Cornerstone discovered the fraudulent account while performing a routine review of system logs. Cornerstone has isolated the infected server and continues to monitor its systems for any suspect activity.

Cornerstone has notified the durable medical equipment clients and is providing New Hampshire residents affected with a notice of the incident by first class mail. Cornerstone has identified 75 New Hampshire residents affected by this breach who will be receiving these notices. A copy of the template notice is enclosed. As you will see, Cornerstone will offer a credit monitoring and credit repair service at no cost to the affected individuals. Cornerstone will also be notifying the federal Department of Health and Human Services, Office for Civil Rights.

Please contact me if you have questions or need any additional information about this incident.

Very truly yours,



Patricia C Shea

Enclosure



August 8, 2017

Cornerstone

Business & Management Solutions

NOTICE OF DATA BREACH

Dear

CBS Consolidated, Inc., doing business as Cornerstone Business & Management Solutions ("Cornerstone") provides various services for durable medical device companies, including Certified Medical Supplies. To provide these services, Certified Medical Supplies provides us with information about its patients, including you.

We are writing to notify you that we recently experienced a security incident involving your personal information. This letter provides you with legally required formal notice of the incident, and includes some additional information, including additional steps that you can take to help protect your identity.

What Happened

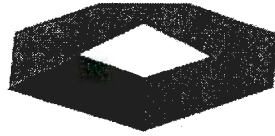
On July 10, 2017, during our routine review of our system logs, we discovered an account on our server that we did not recognize. We examined the account and determined that it was downloading information stored on our server, including personal information about Certified Medical Supplies's patients.

What Information Was Involved

The personal information involved included your name, address, date of birth, and insurance information, which may include a social security number if you had coverage through Medicare for the durable medical equipment and supplies. The personal information did not include any information that in any way revealed any diagnosis, items purchased, or any financial information such as checking or credit card information.

What We Are Doing

We immediately locked the server and isolated it from our system. We were able to restore our system using unaffected backup copies and continue providing services to Certified Medical Supplies and Certified Medical Supplies's patients. We have been monitoring the system, and to date, we have found no evidence of any recurrence of the incident. We are still investigating the incident to determine how the account accessed our system. We are also identifying ways in which we can further increase our security measures to prevent future such incidents. These measures may include new administrative safeguards, such as developing additional policies and procedures and further training of our personnel, as well as implementing additional technical safeguards. We have also notified or will be notifying various state agencies as required by state laws as well as the federal Department of Health and Human Services, Office for Civil Rights as required by federal law.



Cornerstone

Business & Management Solutions

What You Can DO

We encourage you to be diligent about reviewing any statements you receive for financial accounts that you maintain and promptly question any transactions you do not recognize. You should be careful about providing your personal information in response to unsolicited phone calls, e-mails, or other correspondence.

As an added precaution, we have arranged to have AllClear ID protect your identity for 12 months at no cost to you. The following identity protection services start on the date of this notice and you can use them at any time during the next 12 months.

- AllClear Identity Repair: This service is automatically available to you with no enrollment required. If a problem arises, simply call 1-877-412-7151 and a dedicated investigator will help recover financial losses, restore your credit and make sure your identity is returned to its proper condition.
- AllClear Credit Monitoring: This service offers additional layers of protection including credit monitoring and a \$1 million identity theft insurance policy. To use this service, you will need to provide your personal information to AllClear ID. You may sign up online at enroll.allclearid.com or by phone by calling 1-877-412-7151 using the following redemption code:
Please note: Additional steps may be required by you in order to activate your phone alerts.

In addition, the attached Exhibit A includes contact information for the FTC and the major consumer reporting agencies as well as other disclosures and recommendations. The FTC's website provides information about a variety of protective measures, including how to obtain and review a free copy of your credit report, file a "fraud alert," request a "security freeze," file an identity theft report, watch for signs of identity theft generally, and decide whether to apply for a new social security number.

For More Information

If you have any questions, please contact Cornerstone at (844) 859-1622 between 9:00 AM and 7:00 PM Eastern Time, Monday through Friday.

Please accept our deepest apologies for this situation. We are reviewing and strengthening our data security practices in light of it, and we strongly encourage you to take the preventive measures outlined in this letter to help prevent, detect and report any misuse of your information.

Sincerely,

Exhibit A
IDENTITY THEFT PREVENTION INFORMATION &
U.S. STATE DISCLOSURES

The Federal Trade Commission as a Resource: The FTC provides guidance to help you deter, detect and defend against identity theft. You also may report suspected identity theft to the FTC.

Obtain Free Credit Reports: We recommend that you check your credit report regularly. Each of the three credit reporting agencies must provide you annually with a free credit report, at your request made to a single, centralized source for the reports, www.annualcreditreport.com, the only Web site authorized by three agencies. That website also provides instructions for making a request by phone (1-877-322-8228) or by mail using a form supplied at the site and sent to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281. You are not required to order all three reports at the same time; instead, you may rotate your requests so that you can review your credit report on a regular basis. In addition, many states (e.g., Iowa, Maryland, Michigan, Missouri, North Carolina, Oregon, Vermont and West Virginia) have laws that require these agencies to provide you with a copy of your credit report, free of charge, whether or not you suspect any unauthorized activity on your account.

Monitor Credit Reports, Monitoring Alerts and Accounts: When you receive credit reports, monitoring alerts and account statements, look for signs of fraud or identity theft and remain vigilant incidents of fraud or identity theft, including unauthorized activity. For example, look for accounts you did not open and personal information that you do not recognize, such as a home address or account numbers. If you have concerns, call the provider of the report or the account. You may also call your local police or sheriff's office to see if you may file a police report of identity theft and to obtain a copy of the police report. In Massachusetts, you have a right to obtain a police report if you are a victim of identity theft. Potentially, you may need to give copies of the police report to creditors to clear up your records.

Fraud Alerts and Security (or Credit) Freezes: According to the FTC, if you are a victim of identity theft and have created an Identity Theft Report, you may want to place an extended fraud alert or a credit freeze on your credit file. There are important differences between these two options:

- A freeze generally stops all access to your credit report, while a fraud alert permits creditors to get your report as long as they take steps to verify your identity.
- The availability of a credit freeze depends on state law or a consumer reporting company's policies; fraud alerts are federal rights intended for people who believe they are, or who actually have been, identity theft victims.
- Some states charge a fee for placing or removing a credit freeze, but it's free to place or remove a fraud alert

You can learn more about each of these options by visiting <http://www.consumer.ftc.gov/articles/0279-extended-fraud-alerts-and-credit-freezes>

Monitor Social Security Administration (SSA) Annual Statement of Benefits: When you receive your annual statement of benefits from the SSA, verify that the earnings reported to your social security number are accurate. The annual statement of benefits shows you all of the earnings reported using your social security number so if the wages reported there are greater than on your W2 form, you will know that there could be an employment identity theft problem. You may also check your reported earnings more frequently online by setting up an account with the SSA at <http://www.ssa.gov>.

For residents of Hawaii, Michigan, Missouri, Vermont, Virginia: Hawaii Missouri, Vermont, and Virginia state laws advise you to remain vigilant by reviewing account statements and monitoring free credit reports; Michigan advises you to remain vigilant for incidents of fraud and identity theft .

For residents of Iowa, Oregon, Maryland, and North Carolina: Iowa state law advises you to report any suspected identity theft to law enforcement or to the state's Attorney General at: Office of the Attorney General, 1305 E. Walnut Street, Des Moines, IA 50319 (515) 281-5164 www.iowaattorneygeneral.gov. Oregon state law advises you to report suspected identity theft to law enforcement and the Federal Trade Commission. North Carolina state law advises you to remain vigilant by reviewing account statements and monitoring free credit reports. The Maryland and North Carolina Offices of the Attorneys General will provide you with information about the steps you can take towards preventing identity theft:

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

North Carolina Office of the Attorney
General
Consumer Protection Division
9001 Mail Service Center
Raleigh, NC 27699-9001
1-877-566-7226
www.ncdoj.com

Rhode Island Office of the Attorney
General
150 South Main Street
Providence, RI 02903
1-401-274-4400
www.riag.state.ri.us

For residents of West Virginia, Massachusetts, and Rhode Island: We are required to advise you that you have the right to place a security freeze on your consumer (credit) report. A freeze is designed to prevent credit, loans, and services from being approved in your name without your consent; however, using a freeze may delay your ability to obtain credit. Typically you may request that a freeze be placed on your consumer report by sending a request, along with proof of your identity, to each credit reporting agency by certified or overnight or regular stamped mail to an address designated by the credit reporting agencies, or by other lawful methods. Specifically, the following information should be included when requesting a freeze (documentation for you and your spouse must be submitted when freezing a spouse's consumer report): full name, with middle initial and any suffixes; Social Security number; date of birth (month, day and year); current address and previous addresses for the past two years; and applicable fee (if any) or incident report or complaint with a law enforcement agency or the Department of Motor Vehicles. The request also should include a copy of a government issued ID card, such as a driver's license, state or military ID card, and a copy of a utility bill, bank or insurance statement. Each copy should be legible, display your name and current mailing address, and the date of issue (statement dates must be recent). The consumer reporting agency may charge a reasonable fee of up to \$5.00 to place a freeze or lift or remove a freeze, unless you are a victim of identity theft or the spouse of a victim of identity theft, and have submitted a valid police report relating to the identity theft to the consumer reporting agency. Massachusetts and Rhode Island residents have the right to obtain a police report if they are the victim of identity theft. Visit the websites or contact the credit reporting agencies for more information about placing a freeze, as they may have different requirements depending on the state in which you reside.

Contact Information for the FTC and the Consumer Reporting Agencies:

Federal Trade Commission Consumer Response Center 600 Pennsylvania Avenue, NW Washington, DC 20580 1-877-IDTHEFT (438-4338) www.ftc.gov/bcp/edu/microsites/idtheft/	AnnualCreditReport.com Annual Credit Report Request Service P.O. Box 105281 Atlanta, GA 30348-5281 www.annualcreditreport.com	
Equifax P.O. Box 740241 Atlanta, GA 30374 1-800-685-1111 www.equifax.com	Experian P.O. Box 2104 Allen, TX 75013 1-888-397-3742 www.experian.com	TransUnion P.O. Box 2000 Chester, PA 19022 1-800-888-4213 www.transunion.com