



Complete data breach care

September 6, 2012

Dear Attorney General:

This letter is to inform you of a privacy incident affecting residents of your state. We have been hired by Charlotte Clark-Neitzel, M. D. to notify and provide identity theft protection to the population of persons whose personal information was compromised as the result of Dr. Clark-Neitzel's home broken into and her medical bags and laptop being stolen on July 24, 2012. There were two affected residents for the State of New Hampshire. The notification letters will be mailed via USPS on September 7, 2012.

ID Experts and Dr. Clark-Neitzel wanted to inform you of this privacy incident and make you aware that Dr. Clark-Neitzel has secured protection for those who were affected. Dr. Clark-Neitzel has ensured that all laptops for her home and office are encrypted. She has also ordered other physical security measures and new lock systems for her home. The office she shares with Kathleen M. Hurd, M. D. has had no compromise and undergoes an annual security review.

In addition to making sure that Dr. Clark-Neitzel properly notified those whose information was compromised, ID Experts is also providing a one-year membership in our identity theft protection and restoration program. The service includes a dedicated toll free number for members of the affected population to call, 12 months of credit monitoring, as well as fraud restoration services and a \$20,000 insurance reimbursement component should anyone experience identity theft as a result of this incident. This membership is paid for entirely by Dr. Clark-Neitzel.

Our company has been providing identity theft services to individuals and organizations since 2003. We remain the leader in the industry and have provided services for hundreds of data breaches.

We have included a copy of the notification letter here to provide you with more details about the incident itself as well as the offering. Please do not hesitate to contact us if you have any questions about this privacy incident or the assistance we have provided to Dr. Clark-Neitzel.

Sincerely,

Heather Noonan

Senior Project Manager, Data Breach Response Team (DBRT)

*Enclosure*

Charlotte B. Clark-Neitzel, MD  
Family and Developmental Medicine PLLC  
C/O ID Experts  
PO BOX 6336  
Portland, OR 97228-6336

[Date]

To the Patient or Parent/Guardian of:

[Name]  
[Address1]  
[Address2]  
[City, State Zip]

Dear [Name],

On July 24, 2012, my home was broken into and my medical bags and laptop were stolen. The laptop contained access to our electronic medical record (EMR) system which I used daily to manage patient information. A thorough investigation shows that your name, address, Social Security number, date of birth and medical information were included on the system. However, I want to reassure you that we had good backup and none of your medical information access has been lost to you or I.

As a result of this incident and at no cost to you, I am offering identity theft protection services through ID Experts® to provide you protection and recovery services. ID Experts fully managed services will include: 12 months of FraudStop™ Healthcare Edition, credit monitoring, a \$20,000 insurance reimbursement policy, Healthcare Identity Protection Toolkit™, exclusive educational materials and access to fraud resolution representatives. With this protection, ID Experts will help you resolve issues if your identity is compromised. I encourage you to contact ID Experts with any questions and to enroll in the free services by calling 1-800-809-2956 or going to [www.IDExpertsCorp.com/protect](http://www.IDExpertsCorp.com/protect) ID Experts is available Monday through Friday from 6 am - 6 pm Pacific Time. Please note the deadline to enroll is December 7, 2012.

You will find detailed instructions for enrollment on the enclosed Recommended Steps document. Also, you will need to reference the following membership code when calling or enrolling on the website, so please do not discard this letter.

**Your Membership Code: [12345678]**

My patient's security and privacy is very important to me. I have ensured that all laptops for my home and office are encrypted. I have also ordered other physical security measures and new lock systems for my home. Finally, the office I share with Dr. Hurd has had no compromise and undergoes an annual security review.

I sincerely regret any inconvenience or concern that this matter may have caused you. Thank you for your patience and understanding while we work together to protect your information.

Sincerely,

A handwritten signature in black ink, appearing to read "Charlotte Clark-Neitzel, MD". The signature is fluid and cursive, with the first name "Charlotte" being the most prominent part.

Charlotte Clark-Neitzel, MD  
(Enclosure)

## Recommended Steps to help Protect your Identity

**Please Note: No one is allowed to place a fraud alert on your credit report except you, please follow the instructions below to place the alert.**

**1. Telephone.** Contact ID Experts at 1-800-809-2956 to gain additional information about this event and to talk with knowledgeable representatives about the appropriate steps to take to protect your credit identity.

**2. Website.** Go to [www.IDExpertsCorp.com/protect](http://www.IDExpertsCorp.com/protect) and follow the instructions for enrollment. Once you have completed your enrollment, you will receive a welcome letter by email (or by mail if you do not provide an email address when you sign up). The welcome letter will direct you to the exclusive ID Experts' Member Website where you will find other valuable educational information.

**3. Activate the credit monitoring** provided as part of your membership with ID Experts, which is paid for by Dr. Clark-Neitzel. Credit monitoring is included in the membership, but you must personally activate it for it 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, ID Experts will assist you.

**4. Review your credit reports.** We recommend that you remain vigilant by reviewing account statements and monitoring credit reports. You can receive free credit reports by placing fraud alerts. 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](http://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 with ID Experts, notify them immediately by calling or by visiting their Member website and filing a theft report.

If you file a theft report with ID Experts, you will be contacted by a member of the Recovery Department 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 Experts Recovery Advocate 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. 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  
1-800-525-6285  
P.O. Box 740241  
Atlanta, GA 30374-0241  
[www.alerts.equifax.com](http://www.alerts.equifax.com)

Experian Fraud Reporting  
1-888-397-3742  
P.O. Box 9554  
Allen, TX 75013  
[www.experian.com](http://www.experian.com)

TransUnion Fraud Reporting  
1-800-680-7289  
Fraud Victim Assistance Division  
P.O. Box 6790  
Fullerton, CA 92834-6790  
[www.transunion.com](http://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.

**6. Security Freeze.** By placing a 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 in writing 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. The cost of placing the freeze varies by the state you live in and for each credit reporting agency. However, if you are a victim of identity theft and have filed a report with your local law enforcement agency or submitted an ID Theft Complaint Form with the Federal Trade Commission, there may be no charge to place the freeze.

**7. You can obtain additional information** about the steps you can take to avoid identity theft from the following:

**For 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](http://www.oag.state.md.us/Consumer)  
Telephone: 1-888-743-0023

**For North Carolina Residents:**

Office of the Attorney General of North Carolina  
9001 Mail Service Center  
Raleigh, NC 27699-9001  
[www.ncdoj.com/](http://www.ncdoj.com/)  
Telephone: 1-919-716-6400

**For all other US Residents:**

Identity Theft Clearinghouse  
Federal Trade Commission  
600 Pennsylvania Avenue, NW  
Washington, DC 20580  
[www.consumer.gov/idtheft](http://www.consumer.gov/idtheft)  
1-877-IDTHEFT (438-4338)  
TDD: 1-202-326-2502

The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them.