

February 28, 2017

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AND FEDERAL EXPRESS**

The Honorable Joseph Foster  
Attorney General of the State of New Hampshire  
Office of the Attorney General  
33 Capitol Street  
Concord, NH 03301

**Re: *Notification of a Computer Security Incident***

Dear Attorney General Foster:

We represent the medical office of Leo Edwards, Jr., M.D. ("Dr. Edwards"). Dr. Edwards is reporting a potential unauthorized disclosure of unencrypted computerized data containing the personal information of one (1) New Hampshire resident pursuant to N.H. REV. STAT. ANN. § 359-C:20.

The investigation of this incident is ongoing, and this notice will be supplemented, if necessary, with any significant new facts discovered subsequent to its submission. By providing this notice, Dr. Edwards does not waive any rights or defenses regarding the applicability of New Hampshire law or personal jurisdiction in connection with this incident.

**Background of the Incident**

Dr. Edwards has a family/internal medical practice located in San Antonio, Texas. On December 30, 2016, Dr. Edwards discovered that an attacker may have gained access to his computer network in late November/December 2016. The network stored certain of his patients' personal information, including patients' names, addresses, dates of birth and, in some instances, Social Security numbers, diagnoses, lists of medications and health insurance information. Upon learning of the incident, Dr. Edwards promptly launched an internal investigation and retained a leading incident response and digital forensics firm to assist in the investigation.

**Notice to New Hampshire Resident**

On February 28, 2017, Dr. Edwards will be notifying the affected New Hampshire resident of the incident. Attached is a sample of the notification letter that is being sent to the affected New Hampshire resident via first-class U.S. mail.

Dr. Edwards has arranged for complimentary credit monitoring and identity theft protection services through Experian to be offered to the New Hampshire resident whose Social Security number may have been affected by this incident.

In addition, Dr. Edwards has established a call center (1-844-774-7734) that the affected New Hampshire resident can contact, toll-free, between 9:00 a.m. and 9:00 p.m. Eastern time Monday through Friday to ask questions and to receive further information regarding the incident.

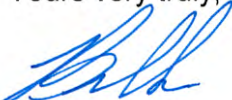
**Other Steps Undertaken and to Be Undertaken by Dr. Edwards**

Dr. Edwards has already begun taking several actions to help prevent this type of incident from occurring in the future. These actions include enhancing and strengthening his computer network.

**Contact Information**

Please contact me if you have any questions or if I can provide you with any further information concerning this matter. Thank you.

Yours very truly,



Bruce A. Radke

BAR/bah

cc: Leo Edwards, Jr., M.D.

Dr. Leo K. Edwards, Jr.  
Return Mail Processing Center  
PO Box 6336  
Portland, OR 97228-6336

<<Mail ID>>  
<<Name>>  
<<Address>>  
<<Address>>  
<<City>>, <<State>><<Zip Code>>

<<Date>>

Dear <<Name>>,

We value and respect your privacy, which is why we are writing to advise you about a recent incident that may affect your personal information. Although we have no reason to believe that your personal information has been misused for the purpose of committing fraud or identity theft, 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.

On December 30, 2016, we discovered that an attacker may have gained access to our computer network in late November 2016. The network stored certain of your personal information, including your name, address, date of birth, Social Security number and, in some instances, diagnosis, list of medications and health insurance information.

Upon learning of the incident, we promptly launched an internal investigation and retained a leading incident response and digital forensics firm to assist in our investigation. Additionally, please know that responding to this incident is our top priority and that we have already begun taking measures to help prevent this type of incident from occurring in the future. These actions include enhancing and strengthening our computer network.

We apologize for any inconvenience or concern that this incident might cause you, and we want to encourage you to take advantage of the complimentary one-year credit monitoring and identity protection services we are offering you through Experian's® ProtectMyID® Alert. This service helps detect possible misuse of your personal information and provides you with identity protection services focused on immediate identification and resolution of identity theft. ProtectMyID Alert is completely free to you, and enrolling in this program will not hurt your credit score. For more information on identity theft prevention and ProtectMyID Alert, including instructions on how to activate your complimentary one-year membership, please see the additional information provided with this letter.

We have established a confidential telephone inquiry line to assist you with any questions you might have regarding this incident. This confidential inquiry line is available, at no cost to you, between 9:00 a.m. and 9:00 p.m., Eastern time, Monday through Friday, at 1-844-774-7734.

We value the trust you place in us to protect the privacy and security of your personal information, and we apologize for any inconvenience or concern that this incident might cause you.

Sincerely,



Dr. Leo K. Edwards, Jr.  
2011 E. Houston #104C  
San Antonio, TX 78202

## Activating Your Complimentary Credit Monitoring

To help protect your identity, we are offering a **complimentary** one-year membership in Experian's® ProtectMyID® Alert. 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 ProtectMyID Now in Three Easy Steps

1. ENSURE That You Enroll By: <<Enrollment Date>> (Your code will not work after this date.)
2. VISIT the ProtectMyID Web Site to enroll: [www.protectmyid.com/redeem](http://www.protectmyid.com/redeem)
3. PROVIDE Your Activation Code: <<Enrollment Code>>

If you have questions or need an alternative to enrolling online, please call 1-877-288-8057 and provide engagement # <<PCNumber>>.

### ADDITIONAL DETAILS REGARDING YOUR ONE-YEAR PROTECTMYID MEMBERSHIP:

A credit card is not required for enrollment.

Once your ProtectMyID membership is activated, you will receive the following features:

- **Free copy of your Experian credit report**
- **Surveillance Alerts for:**
  - **Daily Bureau Credit Monitoring:** Alerts of key changes and suspicious activity found on your Experian, Equifax® and TransUnion® credit reports.
- **Identity Theft Resolution and ProtectMyID ExtendCARE:** Toll-free access to U.S.-based customer care and a dedicated Identity Theft Resolution agent, who will walk you through the process of fraud resolution from start to finish for seamless service. The agent will investigate each incident; help with contacting credit grantors to dispute charges and close accounts, including credit, debit and medical insurance cards; assist with freezing credit files; and contact government agencies.
  - It is recognized that identity theft can happen months and even years after a data breach. To offer added protection, you will receive ExtendCARE™, which provides you with the same high level of Fraud Resolution support even after your ProtectMyID membership has expired.
- **\$1 Million Identity Theft Insurance:**\* Immediately covers certain costs, including lost wages, private-investigator fees and unauthorized electronic fund transfers.

**Activate your membership today at [www.protectmyid.com/redeem](http://www.protectmyid.com/redeem)  
or call 1-877-288-8057 to register with the activation code above.**

Once your enrollment in ProtectMyID is complete, you should carefully review your credit report for inaccurate or suspicious items. If you have any questions about ProtectMyID, 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 1-877-288-8057.

\* Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of AIG. The description herein is a summary and is intended for informational purposes only, and it 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.

## **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 credit card account statements and 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:** You may obtain a free copy of your credit report once every 12 months from each of the three national credit reporting agencies 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 [www.annualcreditreport.com/cra/requestformfinal.pdf](http://www.annualcreditreport.com/cra/requestformfinal.pdf).

Alternatively, you may elect to purchase a copy of your credit report by contacting one of 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, including obtaining information about fraud alerts and placing a security freeze on your credit files, is as follows:

Equifax  
1-800-349-9960  
[www.equifax.com](http://www.equifax.com)  
P.O. Box 105788  
Atlanta, GA 30348

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

TransUnion  
1-888-909-8872  
[www.transunion.com](http://www.transunion.com)  
P.O. Box 2000  
Chester, PA 19022

**Fraud Alerts:** You may want to consider placing a fraud alert on your credit report. An initial fraud alert is free and will stay on your credit file for at least ninety (90) days. 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](http://www.annualcreditreport.com).

**Credit and Security Freezes:** You may 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 a 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. In addition, you may incur fees to place, lift and/or remove a credit freeze. Credit freeze laws vary from state to state. The cost of placing, temporarily lifting and removing a credit freeze also varies by state, generally \$5 to \$20 per action at each credit reporting company. 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  
P.O. Box 105788  
Atlanta, GA 30348

Experian Security Freeze  
P.O. Box 9554  
Allen, TX 75013

TransUnion Security Freeze  
Fraud Victim Assistance Department  
P.O. Box 6790  
Fullerton, CA 92834

You can obtain more information about fraud alerts and credit freezes by contacting the FTC or one of the national credit reporting agencies listed above.

**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  
9001 Mail Service Center  
Raleigh, NC 27699-9001  
1-877-566-7226  
[www.ncdoj.com](http://www.ncdoj.com)