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OFFICE OF THE ATTORNEY GENERAL
DATA SECURITY PROTECTION

November 22, 2019

William Sanders
214.698.8063 (direct)
William.Sanders@wilsonelser.com

Attorney General Gordon MacDonald
Office of the Attorney General
33 Capitol Street
Concord, NH 03302

Re: Data Security Incident

Dear Attorney General MacDonald:

We represent Elizabeth Family Health with respect to an incident involving the potential exposure of certain personal information described in detail below.

Nature of the possible security breach or unauthorized use or access

On September 23, 2019, Elizabeth Family health was vandalized by an unknown assailant. Numerous items were removed from the facility, including a backup server tape cartridge which contained personal demographic information and social security numbers. The result of the forensic investigation did not identify that patient information has been misused, however Elizabeth Family Health has provided notice of this incident out of an abundance of caution.

Number of New Hampshire residents potentially affected

Five (5) New Hampshire residents were affected by this incident. Elizabeth Family Health is sending the potentially impacted individuals a letter notifying them of this incident. A copy of the notification sent to the potentially impacted individual is included with this letter, which informs the New Hampshire residents about the 12 months of credit monitoring and identity theft protection services that is being offered to them

Steps Elizabeth Family Health has taken or plans to take relating to the potential incident

Elizabeth Family Health has taken steps to prevent a similar event from occurring in the future, including conducting a review of their policies and procedures, and has taken measures to ensure that there are sufficient technological and security measures in place to prevent similar incidents from occurring in the future. Additionally, Elizabeth Family Health is working with local law enforcement to locate the assailant who committed the theft.

Other notification and contact information

If you have any additional questions, please contact me at William.Sanders@wilsonelser.com or (214) 698-8063.

Very truly yours,

Wilson Elser Moskowitz Edelman & Dicker LLP

/s/ William Sanders

William Sanders



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Dear <<Name 1>>:

We are writing to inform you of a data security incident, which may have exposed your personal demographic information and Social Security number. We take the security of your personal information seriously and want to provide you with information and resources you can use to protect your information. This letter contains information about the incident and the resources we are making available to you.

What Happened:

On September 23, 2019, our practice was vandalized by an unknown assailant. Numerous items were removed from our facility, including our backup server tape cartridge which contained personal demographic information and your Social Security number. We have discovered no evidence to suggest that your information contained on the tape cartridges has been misused; however, out of an abundance of caution, we are providing you with notice of this event so that you may take the necessary steps to protect your sensitive information.

What We Are Doing:

In light of the compromise, we have conducted a review of our policies and procedures, and have sought to ensure that we have sufficient technology and security measures in place so as to prevent similar instances from occurring in the future. We are also working closely with law enforcement to ensure that the assailants are located. We apologize for any inconvenience this may have caused.

We value the safety of your personal information and are therefore offering identity theft protection services through Epiq which includes TransUnion 1B Credit Monitoring/ID Theft Restoration. This service includes twelve (12) months of credit monitoring, exclusive educational materials and fully managed identity theft recovery services. With this protection, TransUnion 1B Credit Monitoring/ID Theft Restoration will help you resolve issues if your identity is compromised.

What You Can Do:

We have arranged for you to enroll, at no cost, in an online credit monitoring service (*myTrueIdentity*) for one year provided by TransUnion Interactive, a subsidiary of Transunion®, one of the three nationwide credit reporting companies.

To enroll in this service, go to the *myTrueIdentity* website at www.mytrueidentity.com and in the space referenced as "Enter Activation Code" enter the following 12-letter Activation Code <<Activation Code>> and follow the three steps to receive the credit monitoring service online within minutes.

You can sign up for the online credit monitoring service anytime between now and <<Enrollment Date>>. Due to privacy laws, we cannot register you directly. Please note that credit monitoring services might not be available for individuals who do not have a credit file with TransUnion, or an address in the United States (or its territories) and a valid Social Security number. Enrolling in this service will not affect your credit score.

Once enrolled, you will be able to obtain one year of unlimited access to your TransUnion credit report and credit score. The daily credit monitoring service will notify you if there are any critical changes to your credit file at TransUnion, including fraud alerts, new inquiries, new accounts, new public records, late payments, change of address and more. The service also includes access to an identity restoration program that provides assistance in the event your identity is compromised to help you restore your identity.

If you believe you may be a victim of identity theft, please call the TransUnion Fraud Response Services toll-free hotline at 833-947-1402. When prompted, enter the following 6-digit telephone pass code <<Pass Code>> to speak to a TransUnion representative about your identity theft issue.

We sincerely regret any inconvenience or concern that this matter may cause you. We remain dedicated to protecting your information. Please do not hesitate to call 833-947-1402, Monday through Friday, 8:00 a.m. to 8:00 p.m. Central Time if you have questions about this event.

Sincerely,

A handwritten signature in black ink, appearing to read "Amilda Heckman", with a stylized flourish at the end.

Amilda Heckman, DO
President

Additional Important Information

For residents of Hawaii, Michigan, Missouri, Virginia, Vermont, and North Carolina: It is recommended by state law that you remain vigilant for incidents of fraud and identity theft by reviewing credit card account statements and monitoring your credit report for unauthorized activity.

For residents of Illinois, Iowa, Maryland, Missouri, North Carolina, Oregon, and West Virginia:

It is required by state laws to inform you that you may obtain a copy of your credit report, free of charge, whether or not you suspect any unauthorized activity on your account. You may obtain a free copy of your credit report from each of the three nationwide credit reporting agencies. To order your free credit report, please visit www.annualcreditreport.com, or call toll-free at 1-877-322-8228. You can also order your annual free credit report by mailing a completed Annual Credit Report Request Form (available at <https://www.consumer.ftc.gov/articles/0155-free-credit-reports>) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281.

For residents of Iowa:

State law advises you to report any suspected identity theft to law enforcement or to the Attorney General.

For residents of Oregon:

State laws advise you to report any suspected identity theft to law enforcement, including the Attorney General, and the Federal Trade Commission.

For residents of Maryland, Rhode Island, Illinois, and North Carolina:

You can obtain information from the Maryland and North Carolina Offices of the Attorneys General and the Federal Trade Commission about fraud alerts, security freezes, and steps you can take toward 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

Rhode Island Office of the Attorney General
Consumer Protection
150 South Main Street
Providence RI 02903
1-401-274-4400
www.riag.ri.gov

North Carolina Office of the Attorney General
Consumer Protection Division
9001 Mail Service Center
Raleigh, NC 27699-9001
1-877-566-7226
<https://ncdoj.gov/>

Federal Trade Commission
Consumer Response Center
600 Pennsylvania Ave, NW
Washington, DC 20580
1-877-IDTHEFT (438-4338)
www.ftc.gov/idtheft

For residents of Massachusetts: It is required by state law that you are informed of your right to obtain a police report if you are a victim of identity theft.

For residents of all states:

Fraud Alerts: You can place fraud alerts with the three credit bureaus 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. As of September 21, 2018, initial fraud alerts last for one year. Victims of identity theft can also get an extended fraud alert for seven years. The contact information for all three credit bureaus is below:

Monitoring: You should always remain vigilant and monitor your accounts for suspicious or unusual activity.

Security Freeze: You also have the right to place a security freeze on your credit report. A security freeze is intended to prevent credit, loans and services from being approved in your name without your consent. To place a security freeze on your credit report, you need to make a request to each consumer reporting agency. You may make that request by certified mail, overnight mail, or regular stamped mail, or by following the instructions found at the websites listed below. The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse or a minor under the age of 16, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past five years; and

(5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. The request must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, display your name and current mailing address, and the date of issue. As of September 21, 2018, it is free to place, lift, or remove a freeze. You may obtain a security freeze by contacting any one or more of the following national consumer reporting agencies:

Equifax Security Freeze

P.O. Box 105788
Atlanta, GA 30348
www.freeze.equifax.com
800-525-6285

Experian Security Freeze

P.O. Box 9554
Allen, TX 75013
www.experian.com/freeze
888-397-3742

TransUnion (FVAD)

P.O. Box 2000
Chester, PA 19022
freeze.transunion.com
800-680-7289

More information can also be obtained by contacting the Federal Trade Commission listed above.