LEWIS BRISBOIS BISGAARD & SMITH LLP

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December 14, 2022

**VIA EMAIL**
Attorney General John Formella
Consumer Protection Bureau
Office of the Attorney General
33 Capitol Street
Concord, NH 03301
attorneygeneral@doj.nh.gov

Re: Notification of Data Security Incident

Dear Attorney General Formella:

Lewis Brisbois Bisgaard & Smith LLP represents Epic Management LLC ("Epic") with respect to a recent data security incident it experienced, described in greater detail below. The purpose of this letter is to notify you of the incident.

## 1. Nature of the Security Incident

On September 2, 2021, Epic discovered unusual activity in its digital environment. Upon discovering this activity, Epic immediately took steps to secure the environment. Epic also engaged independent cybersecurity experts to conduct an investigation. As a result of this investigation, Epic learned that an unauthorized actor accessed certain files and data stored within its email tenant. Upon learning of the unauthorized access, Epic undertook a complex and time-consuming review of the potentially affected data. On December 9, 2022, Epic determined that personal information may have been impacted by this incident. The information accessed without authorization varies by individual, but may have included the residents' first and last names, dates of birth, Social Security numbers, health insurance information, medical information, drivers' licenses, passport numbers, financial account numbers and routing numbers, biometric data, usernames and passwords, and/or payment card numbers alongside its associated expiration date and/or security code.

## 2. Number of New Hampshire Residents Affected

On December 14, 2022, Epic notified three (3) New Hampshire residents of this incident via first class U.S. mail. A sample copy of the notification letter sent to impacted individuals is included with this correspondence.

**3. Steps Taken Relating to the Incident**

To help prevent something like this from happening in the future, Epic is implementing additional technical security measures. It is also providing individuals with information about steps they can take to help protect their information. As a further precaution, Epic is offering individuals whose Social Security numbers were affected complimentary credit and identity monitoring services through IDX. This product helps detect possible misuse of information and provides individuals with identity protection support.

**4. Contact Information**

Epic remains dedicated to protecting the personal information in its control. If you have any questions or need additional information, please contact me at (312) 463-3355 or by e-mail at Todd.Rowe@lewisbrisbois.com.

Please let me know if you have any questions.

Very truly yours,

Todd M. Rowe
LEWIS BRISBOIS BISGAARD & SMITH LLP

Encl: Sample Notification Letter

EPIC HEALTH

SKILLED NURSING FACILITY MANAGEMENT

P.O. Box 1907
Suwanee, GA 30024

To Enroll, Please Call:
1-833-896-7338
Or Visit:
https://app.idx.us/account-creation/protect
Enrollment Code: [XXXXXXXX]

<<First Name>> <<Last Name>>
<<Address 1>>
<<Address 2>>
<<City>><<State>><<Zip>>

December 14, 2022

**Subject: Notice of Data <<Variable 1>>**

Dear <FNAME> <LNAME>:

We are writing to inform you of a recent data security incident experienced by Epic Management LLC ("Epic"), headquarted in Tennesee, that may have involved some of your information. You may not have heard of us, but we manage and operate nursing homes around the country. This letter is to notify you of the incident, offer you complimentary identity protection services, and inform you about steps you can take to help protect your personal information.

**What Happened:** On September 2, 2021, Epic discovered unusual activity in its digital environment. Upon discovering this activity, Epic immediately took steps to secure the environment. Epic also engaged independent cybersecurity experts to conduct an investigation. As a result of this investigation, Epic learned that an unauthorized actor accessed certain files and data stored within its email tenant. Upon learning of the unauthorized access, Epic undertook a complex and time-consuming review of the potentially affected data. On December 9, 2022, Epic determined that your personal information may have been impacted by this incident. There is no evidence that your personal information has been misused. However, out of an abundance of caution, we are notifying you about the incident, providing you with resources to help you protect your personal information, and offering you complimentary identity protection services.

**What Information Was Involved:** The data that could have potentially been accessed by the unauthorized party included your name and <<variable 2>>.

**What We Are Doing:** To help prevent something like this from happening again, we are implementing additional technical security measures. Nonetheless, we are providing you with information about steps that you can take to help protect your personal information. As a further precaution, we are also offering you <<variable 3>> months of complimentary identity monitoring services through IDX. This product helps detect possible misuse of your information and provides you with identity protection support.

**What You Can Do:** You can follow the recommendations included with this letter to help protect your information. In addition, you can also enroll in IDX's complimentary credit and identity monitoring services by going to https://app.idx.us/account-creation/protect or calling 1-833-896-7338. When prompted, please provide the unique code noted above to enroll in the services. The deadline to enroll is March 14, 2023. For more information on how you can protect your personal information, please review the resources provided on the following pages.

**For More Information:** If you have any questions regarding the incident or would like assistance with enrolling in the services offered, please call 1-833-896-7338 between Monday through Friday from 8 am - 8 pm CST.

The security of the information in our possession is a top priority for Epic. We take your trust in us and this matter very seriously and we deeply regret any worry or inconvenience that this may cause you.

Sincerely,

Rhonda Nelson, Controller
Epic Management
PO Box 160038
Boiling Springs, SC29316

**Steps You Can Take to Protect Your Personal Information**

**Review Your Account Statements and Notify Law Enforcement of Suspicious Activity:** As a precautionary measure, we recommend that you remain vigilant by reviewing your 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 also should promptly report any fraudulent activity or any suspected incidence of identity theft to proper law enforcement authorities, your state attorney general, and/or the Federal Trade Commission (FTC).

**Copy of Credit Report:** You may obtain a free copy of your credit report from each of the three major credit reporting agencies once every 12 months by visiting http://www.annualcreditreport.com/, 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 also can contact one of the following three national credit reporting agencies:

**Equifax**
P.O. Box 105788
Atlanta, GA 30348
1-888-378-4329
www.equifax.com

**Experian**
P.O. Box 9532
Allen, TX 75013
1-800-831-5614
www.experian.com

**TransUnion**
P.O. Box 1000
Chester, PA 19016
1-800-916-8800
www.transunion.com

**Fraud Alert:** 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 one year. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any accounts in your name. To place a fraud alert on your credit report, contact any of the three credit reporting agencies identified above. Additional information is available at http://www.annualcreditreport.com.

**Security Freeze:** You have the right to put a security freeze on your credit file for up to one year at no cost. This will prevent new credit from being opened in your name without the use of a PIN number that is issued to you when you initiate the freeze. A security freeze is designed to prevent potential creditors from accessing your credit report without your consent. As a result, using a security freeze may interfere with or delay your ability to obtain credit. You must separately place a security freeze on your credit file with each credit reporting agency. In order to place a security freeze, you may be required to provide the consumer reporting agency with information that identifies you including your full name, Social Security number, date of birth, current and previous addresses, a copy of your state-issued identification card, and a recent utility bill, bank statement or insurance statement.

**Additional Free Resources:** You can obtain information from the consumer reporting agencies, the FTC, or from your respective state Attorney General about fraud alerts, security freezes, and steps you can take toward preventing identity theft. You may report suspected identity theft to local law enforcement, including to the FTC or to the Attorney General in your state.

**Federal Trade Commission**
600 Pennsylvania Ave, NW
Washington, DC 20580
consumer.ftc.gov
1-877-438-4338

**Maryland Attorney General**
St. Paul Plaza
200 St. Paul Place
Baltimore, MD 21202
marylandattorneygeneral.gov
1-888-743-0023

**New York Attorney General**
Bureau of Internet and Technology Resources
28 Liberty Street
New York, NY 10005
ag.ny.gov
1-212-416-8433 / 1-800-771-7755

**North Carolina Attorney General**
9001 Mail Service Center
Raleigh, NC 27699
ncdoj.gov
1-877-566-7226

**Rhode Island Attorney General**
150 South Main Street
Providence, RI 02903
http://www riag ri.gov
riag.ri.gov
1-401-274-4400

**Washington D.C. Attorney General**
400 S 6th Street, NW
Washington, DC 20001
oag.dc.gov
1-202-727-3400

**You also have certain rights under the Fair Credit Reporting Act (FCRA)**: These rights include to know what is in your file; to dispute incomplete or inaccurate information; to have consumer reporting agencies correct or delete inaccurate, incomplete, or unverifiable information; as well as other rights. For more information about the FCRA, and your rights pursuant to the FCRA, please visit https://files.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf.