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December 10, 2021

VIA E-MAIL (DOJ-CPB@DOJ.NH.GOV)

Attorney General John Formella
Office of the Attorney General
33 Capitol Street
Concord, NH 03301

Re: Incident Notification

Dear Attorney General Formella:

We are writing on behalf of our client, Focus Medical Communications, LLC, to notify you of a security incident. Focus Medical Communications, LLC is a medical communication company in Parsippany, New Jersey.

Focus Medical Communications utilizes a vendor to provide data hosting services and general information technology support. The vendor recently concluded an investigation into an incident involving unauthorized access to certain devices in its network between October 12-15, 2021. Immediately upon discovering the unusual activity, the vendor activated its incident response plan, took measures to stop the unauthorized access, and launched an investigation. A cybersecurity firm was engaged to assist with the investigation to determine the nature and scope of the incident. On October 21, 2021, the investigation identified unauthorized access to certain data on the vendor's network. Focus Medical Communications conducted a thorough review of the data accessed and identified the name and Social Security number of two New Hampshire residents.

On December 10, 2021, Focus Medical Communications will begin mailing notification letters to the two New Hampshire residents pursuant to N.H. Rev. Stat. Ann. § 359-C:20.¹ A copy of the notification letter is attached. Focus Medical Communications is offering individuals a complimentary one-year membership to credit monitoring and identity theft protection services

¹ This report does not waive Focus Medical Communications' objection that New Hampshire lacks personal jurisdiction over it related to any claims that may arise from this incident.

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through Experian's® IdentityWorksSM identity monitoring service. Focus Medical Communications has also established a dedicated, toll-free call center where individuals may obtain more information regarding the incident.

To help prevent something like this from happening again, the vendor is implementing additional measures to further enhance its security protocols and is providing additional education and training for its employees.

Please do not hesitate to contact me if you have any questions regarding this matter.

Sincerely,

A handwritten signature in black ink, consisting of several overlapping loops and a long horizontal stroke extending to the right.

Jennifer E. Costa
Counsel

Enclosure



Return Mail Processing
PO Box 589
Claysburg, PA 16625-0589

December 10, 2021

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SAMPLE A SAMPLE - L01 FMC MODEL
APT ABC
123 ANY STREET
ANYTOWN, ST 12345-6789



Dear Sample A. Sample:

Focus Medical Communications, LLC is committed to maintaining the integrity and security of the data that we receive and maintain. We are writing to notify you of a recent cybersecurity incident that involved some of your information. This letter describes the incident, measures we have taken, details about the information that may be involved, and steps you may consider taking in response.

What Happened?

Focus Medical Communications utilizes a vendor to provide data hosting services and general information technology support. The vendor recently concluded an investigation into an incident involving unauthorized access to certain devices in its network between October 12-15, 2021. Immediately upon discovering the unusual activity, the vendor activated its incident response plan, took measures to stop the unauthorized access, and launched an investigation. A cybersecurity firm was engaged to assist with the investigation to determine the nature and scope of the incident. On October 21, 2021, the investigation identified unauthorized access to certain data on the vendor’s network. A thorough review of the data accessed determined that some of your information was involved.

What Information Was Involved?

The information involved included your name and Social Security number.

What We Are Doing.

We notified law enforcement and are fully cooperating with their investigation. The vendor is implementing additional measures to further enhance its security protocols and is providing additional education and training for its employees.

As a precaution, we are offering you a complimentary one-year membership to Experian’s® IdentityWorks. This product helps detect possible misuse of your personal credit information and provides you with identity protection services focused on identification and resolution of identity theft. IdentityWorks is completely free to you and enrolling in this program will not hurt your credit score. For more information on identity theft prevention and IdentityWorks, including instructions on how to activate the complimentary membership, please see the pages that follow this letter.

What You Can Do.

It is a best practice to remain vigilant by reviewing your account statements and credit reports for any unauthorized activity. We recommend that you immediately report any suspicious activity to your financial institution or the credit reporting bureau. As always, you should remain vigilant for incidents of fraud that may attempt to trick you into providing passwords or other information about yourself. We also encourage you to enroll in Experian IdentityWorks.

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For More Information:

For more information on identity theft prevention and your complimentary services, as well as some additional steps you can take to protect your personal information, please see the additional information enclosed with this letter.

If you have any questions, please call (800) 960-1799 toll-free Monday through Friday from 8 am – 10 pm Central, or Saturday and Sunday from 10 am – 7 pm Central (excluding major U.S. holidays). Be prepared to provide your engagement number B022068.

Sincerely,

Christa Schmidt

Christa Schmidt
Vice President
Focus Medical Communications, LLC

Activate IdentityWorks in Three Easy Steps

1. ENROLL by: **February 28, 2022** (Your code will not work after this date.)
2. VISIT the **Experian IdentityWorks website** to enroll: <https://www.experianidworks.com/credit>
3. PROVIDE the **Activation Code: ABCDEFGHI**

If you have questions about the product, need assistance with identity restoration or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at **(800) 960-1799** by **February 28, 2022**. Be prepared to provide engagement number **B022068** as proof of eligibility for the identity restoration services by Experian.

ADDITIONAL DETAILS REGARDING YOUR 12-MONTH EXPERIAN IDENTITYWORKS MEMBERSHIP:

A credit card is **not** required for enrollment in Experian IdentityWorks.

You can contact Experian **immediately without needing to enroll in the product** regarding any fraud issues. Identity Restoration specialists are available to help you address credit and non-credit related fraud.

Once you enroll in Experian IdentityWorks, you will have access to the following additional features:

- **Experian credit report at signup:** See what information is associated with your credit file. Daily credit reports are available for online members only.*
- **Credit Monitoring:** Actively monitors Experian file for indicators of fraud.
- **Identity Restoration:** Identity Restoration specialists are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARE™:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **\$1 Million Identity Theft Insurance**:** Provides coverage for certain costs and unauthorized electronic fund transfers.

What you can do to protect your information: There are additional actions you can consider taking to reduce the chances of identity theft or fraud on your account(s). Please refer to www.ExperianIDWorks.com/restoration for this information. If you have any questions about IdentityWorks, 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 **(800) 960-1799**.

* Offline members will be eligible to call for additional reports quarterly after enrolling.

** The Identity Theft Insurance is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

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ADDITIONAL STEPS YOU CAN TAKE

We remind you it is always advisable to be vigilant for incidents of fraud or identity theft by reviewing your account statements and free credit reports for any unauthorized activity. You may obtain a copy of your credit report, free of charge, once every 12 months from each of the three nationwide credit reporting companies. To order your annual free credit report, please visit www.annualcreditreport.com or call toll free at 1-877-322-8228. Contact information for the three nationwide credit reporting companies is as follows:

- *Equifax*, PO Box 740241, Atlanta, GA 30374, www.equifax.com, 1-800-685-1111
- *Experian*, PO Box 2002, Allen, TX 75013, www.experian.com, 1-888-397-3742
- *TransUnion*, PO Box 2000, Chester, PA 19016, www.transunion.com, 1-800-916-8800

If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should immediately contact the Federal Trade Commission and/or the Attorney General's office in your state. You can obtain information from these sources about steps an individual can take to avoid identity theft as well as information about fraud alerts and security freezes. You should also contact your local law enforcement authorities and file a police report. Obtain a copy of the police report in case you are asked to provide copies to creditors to correct your records. Contact information for the Federal Trade Commission is as follows:

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

Fraud Alerts and Credit or Security Freezes:

Fraud Alerts: There are two types of general fraud alerts you can place on your credit report to put your creditors on notice that you may be a victim of fraud—an initial alert and an extended alert. You may ask that an initial fraud alert be placed on your credit report if you suspect you have been, or are about to be, a victim of identity theft. An initial fraud alert stays on your credit report for one year. You may have an extended alert placed on your credit report if you have already been a victim of identity theft with the appropriate documentary proof. An extended fraud alert stays on your credit report for seven years.

To place a fraud alert on your credit reports, contact one of the nationwide credit bureaus. A fraud alert is free. The credit bureau you contact must tell the other two, and all three will place an alert on their versions of your report.

For those in the military who want to protect their credit while deployed, an Active Duty Military Fraud Alert lasts for one year and can be renewed for the length of your deployment. The credit bureaus will also take you off their marketing lists for pre-screened credit card offers for two years, unless you ask them not to.

Credit or Security Freezes: You have the right to put a credit freeze, also known as a security freeze, on your credit file, free of charge, which makes it more difficult for identity thieves to open new accounts in your name. That's because most creditors need to see your credit report before they approve a new account. If they can't see your report, they may not extend the credit.

How do I place a freeze on my credit reports? There is no fee to place or lift a security freeze. Unlike a fraud alert, you must separately place a security freeze on your credit file at each credit reporting company. For information and instructions to place a security freeze, contact each of the credit reporting agencies at the addresses below:

- **Experian Security Freeze**, PO Box 9554, Allen, TX 75013, www.experian.com
- **TransUnion Security Freeze**, PO Box 2000, Chester, PA 19016, www.transunion.com
- **Equifax Security Freeze**, PO Box 105788, Atlanta, GA 30348, www.equifax.com

You'll need to supply your name, address, date of birth, Social Security number and other personal information.

After receiving your freeze request, each credit bureau will provide you with a unique PIN (personal identification number) or password. Keep the PIN or password in a safe place. You will need it if you choose to lift the freeze.

How do I lift a freeze? A freeze remains in place until you ask the credit bureau to temporarily lift it or remove it altogether. If the request is made online or by phone, a credit bureau must lift a freeze within one hour. If the request is made by mail, then the bureau must lift the freeze no later than three business days after getting your request.

If you opt for a temporary lift because you are applying for credit or a job, and you can find out which credit bureau the business will contact for your file, you can save some time by lifting the freeze only at that particular credit bureau. Otherwise, you need to make the request with all three credit bureaus.

Focus Medical Communications is located at 7 Century Drive, Suite 104 Parsippany, New Jersey 07054 and may be contacted via telephone at (973) 538-2600.

Additional information for residents of the following states:

Maryland: You may contact and obtain information from your state attorney general at: *Maryland Attorney General's Office*, 200 St. Paul Place, Baltimore, MD 21202, 1-888-743-0023 / 1-410-576-6300, www.oag.state.md.us

New York: You may contact and obtain information from these state agencies: *New York Department of State Division of Consumer Protection*, One Commerce Plaza, 99 Washington Ave., Albany, NY 12231-0001, 518-474-8583 / 1-800-697-1220, <http://www.dos.ny.gov/consumerprotection>; and *New York State Office of the Attorney General*, The Capitol, Albany, NY 12224-0341, 1-800-771-7755, <https://ag.ny.gov>

North Carolina: You may contact and obtain information from your state attorney general at: *North Carolina Attorney General's Office*, 9001 Mail Service Centre, Raleigh, NC 27699, 1-919-716-6000 / 1-877-566-7226, www.ncdoj.gov

Rhode Island: This incident involves three Rhode Island residents. Under Rhode Island law, you have the right to file and obtain a copy of a police report. You also have the right to request a security freeze, as described above. You may contact and obtain information from your state attorney general at: *Rhode Island Attorney General's Office*, 150 South Main Street, Providence, RI 02903, 1-401-274-4400, www.riag.ri.gov



