

JULY 9, 2018

Consumer Protection and Antitrust Bureau  
Office of the Attorney General  
33 Capitol Street  
Concord, NH 03301

**Re: Notice of Security Incident**

To the Office of the Attorney General

I am writing on behalf of my client, The iRemedy Healthcare Companies, Inc. ("iRemedy"), formerly the Paquin Healthcare Companies, Inc. ("Paquin"), to inform you of a security incident that may have involved unauthorized access to the personal information of two (2) New Hampshire residents.

iRemedy recently identified suspicious activity that may have affected our eCommerce store, OptumRxHealthStore.com, between October 2017 and May 2018. We believe that the data that may have been accessed was limited to credit card information. It did not involve driver license numbers, Social Security numbers, and medical or health insurance information.

We have conducted a thorough investigation of the potentially affected system and eliminated the security threat. We will continue to monitor the situation and will notify the residents if there are any significant developments.

Enclosed with this notice is a sample letter that was sent to residents on June 29, 2018.

If you have any questions please do not hesitate to contact me.

Warm regards,



**Clark B. Stephens, Esq.**  
ATTORNEY | CB STEPHENS, PLLC

[COMPANY LETTERHEAD]

[INDIVIDUAL NAME]

[STREET ADDRESS]

[CITY, STATE AND POSTAL CODE]

[DATE]

Re: Notice of Data Breach

Dear [INDIVIDUAL NAME]:

We value your business and respect the privacy of your information, which is why, as a precautionary measure, we are writing to let you know about a data security incident that may involve your personal information.

**What Happened?**

On June 1, 2018, The Paquin Healthcare Companies, Inc. (“Paquin”), detected an online security breach that may have affected our eCommerce store, OptumRxHealthStore.com, between October 2017 and May 2018.

**What Information Was Involved?**

We believe that the data that may have been accessed was limited to credit card information. It did not involve driver license numbers, Social Security numbers, and medical or health insurance information (our site does gather any of that information and you never have entered any of that information at any of our websites).

**What We Are Doing.**

Paquin values your privacy and deeply regrets that this incident occurred. We have conducted a thorough investigation of the potentially affected system and eliminated the security threat. We will continue to monitor the situation and will notify you if there are any significant developments.

**What You Can Do.**

We are committed to preserving the privacy of your personal information and have provided additional steps you can take to maintain your online security. Please review the enclosed document, “Steps You Can Take to Further Protect Your Information,” for further guidance and valuable information to ensure your personal information is protected.

**For More Information.**

For information and assistance regarding this incident please contact us at 855-889-6869 between 8 a.m. and 5 p.m. EST Monday through Friday or email us at [security@PaquinHealthcare.com](mailto:security@PaquinHealthcare.com).

Sincerely,

[NAME]

[TITLE]

**[COMPANY LETTERHEAD]**

**STEPS YOU CAN TAKE TO FURTHER PROTECT YOUR 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.

To file a complaint with the FTC, go to [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft) or call 1-877-ID-THEFT (877-438-4338). Complaints filed with the FTC will be added to the FTC's Identity Theft Data Clearinghouse, which is a database made available to law enforcement agencies.

▪ **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 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 <https://www.annualcreditreport.com/cra/requestformfinal.pdf>. Or you can 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 is provided below:

Equifax  
(800) 685-1111  
[www.equifax.com](http://www.equifax.com)  
P.O. Box 740241  
Atlanta, GA 30374

Experian  
(888) 397-3742  
[www.experian.com](http://www.experian.com)  
535 Anton Blvd., Suite 100  
Costa Mesa, CA 92626

TransUnion  
(800) 916-8800  
[www.transunion.com](http://www.transunion.com)  
P.O. Box 6790  
Fullerton, CA 92834

▪ **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 90 days. 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>.

[COMPANY LETTERHEAD]

▪ **Additional Free Resources on Identity Theft**

You may wish to review the tips provided by the Federal Trade Commission on how to avoid identity theft. For more information, please visit <http://www.ftc.gov/idtheft> or call 1-877-ID-THEFT (877-438-4338). A copy of Taking Charge: What to Do if Your Identity is Stolen, a comprehensive guide from the FTC to help you guard against and deal with identity theft, can be found on the FTC's website at <http://www.ftc.gov/bcp/edu/pubs/consumer/idtheft/idt04.shtm>.

**[COMPANY LETTERHEAD]**

**STATE NOTIFICATION REQUIREMENTS**

**All States.**

You may obtain a copy of your credit report or request information on how to place a fraud alert or security freeze by contacting any of the national credit bureaus below. It is recommended 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.

Equifax  
(800) 685-1111  
www.equifax.com  
P.O. Box 740241  
Atlanta, GA 30374

Experian  
(888) 397-3742  
www.experien.com  
535 Anton Blvd., Suite 100  
Costa Mesa, CA 92626

TransUnion  
(800) 916-8800  
www.transunion.com  
P.O. Box 6790  
Fullerton, CA 92834

**For residents of Massachusetts and Rhode Island.**

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 Massachusetts, Rhode Island, and West Virginia.**

You also have the right to place a security freeze on your credit report by contacting any of the credit bureaus listed at above. 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 may be able to use an online process, an automated telephone line or a written request. The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse, 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. The consumer reporting agency may charge a fee of up to \$10.00 to place a freeze (\$5.00 for Massachusetts) or lift or remove a freeze and free if you are a victim of identity theft or the spouse of a victim of identity theft, and you have submitted a valid police report relating to the identity theft incident to the consumer reporting agency.

**For residents of Iowa, Maryland, Michigan, 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.

**[COMPANY LETTERHEAD]**

**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, as well as the Federal Trade Commission.

**For residents of Illinois, Maryland, Rhode Island, and North Carolina.**

You can obtain information from the Federal Trade Commission, and for residents of Maryland and North Carolina, from your respective state Office of the Attorney General, about steps you can take toward preventing identity theft.

Federal Trade Commission Consumer Response Center  
600 Pennsylvania Avenue, NW  
Washington, DC 20580  
1-877-IDTHEFT (438-4338)  
[www.ftc.gov/bcp/edu/microsites/idtheft/](http://www.ftc.gov/bcp/edu/microsites/idtheft/)

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](http://www.oag.state.md.us)

North Carolina Office of the Attorney General  
Consumer Protection Division  
9001 Mail Service Center  
Raleigh, NC 27699-9001  
1-877-566-7226  
[www.ncdoj.com](http://www.ncdoj.com)

Rhode Island Office of the Attorney General  
150 South Main Street  
Providence, Rhode Island 02903  
(401) 274-4400  
[consumers@riag.ri.gov](mailto:consumers@riag.ri.gov)