

Geisinger

Privacy Office
M.C. 30-02
100 N. Academy Avenue
Danville, PA 17822
570 271 7360 Tel
570 214 8520 Fax

March 6, 2018

New Hampshire Department of Justice
Office of the Attorney General
33 Capitol St.
Concord, NH 03301

RECEIVED

MAR 12 2018

CONSUMER PROTECTION

RE: Data Security Incident

Dear Sir or Madam,

Pursuant to state data breach notification laws, I am notifying you that ISS Solutions, a Geisinger Health System business, was the victim of a ransomware attack on January 23, 2018. Although we did not find any evidence that individual data was stolen in the attack, sensitive data, including the names and social security numbers of current and former employees and their dependents, was present on the affected drives. This incident affected 20 residents of the State of New Hampshire.

In an abundance of caution, we are offering each individual whose data was present on the drives one (1) year of complimentary credit monitoring. Attached please find template breach notification letters that provide additional details and a chronology. The letters will be mailed on March 7, 2018.

Please do not hesitate to contact me with any questions or concerns.

Sincerely,



John Signorino, JD MHSA
Chief Privacy Officer
Geisinger Health System
Office: 570-214-2423
Email: jcsignorino@geisinger.edu

CORPORATE HEADQUARTERS
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Fx: (215) 750-9136

REGIONAL OFFICES:
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Fx: (570) 271-1203

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2020 Front Street
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Ph: (800) 752-2290
Ext. 6500
Fx: (330) 920-7415



[FIRST NAME] [LAST NAME]
[ADDRESS 1] [ADDRESS 2]
[CITY] [STATE] [ZIP]

[DATE]

RE: Important Notification Regarding Your Personal Information

Dear [FIRST NAME] [LAST NAME]:

ISS Solutions ("ISS") and Geisinger Health ("Geisinger")¹ take the privacy and confidentiality of your personal information very seriously. We are writing because some of your personal information may have been disclosed inappropriately.

Please review this letter for information on what happened, the steps we have taken in response to the incident, the assistance we will provide to you, and the steps you can take to protect yourself.

What Happened

On January 23, 2018, ISS, a Geisinger company, was the victim of a ransomware attack. ISS did not pay the ransom, and we alerted appropriate authorities. Shortly thereafter, we disabled internet connections to prevent any potential spread of the ransomware, and began preserving data for a forensic analysis. By January 26th, the forensic data was secured, and recovery efforts began.

The forensic analysis was completed on February 7, 2018. We determined that the attack affected several ISS computer servers, including a server that contained employment information. Although access to your data was affected during the event, we did not find any specific evidence that your data was stolen.

Nevertheless, after data recovery was complete, we reviewed all information on the affected employment drive. This review was complete as of February 19th, and we concluded that the following personal data regarding you may have been present on the affected drive:

- Your name, address, phone number, social security number, birth date, email address
- The name, address, phone number, social security number and date of birth of any dependents on your insurance
- Copies of documents used to support employee eligibility to work in the United States. These documents may have included: your passport, permanent resident card, state or federal id card, driver's license, social security card, and/or birth certificate.

What We Did in Response to the Incident & How You Can Protect Yourself

ISS immediately instituted recovery procedures, and started a forensic investigation to determine whether any data was stolen. Again, although access to your data was

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affected during the event, we did *not* find any specific evidence that your data was stolen.

We are in the process of reviewing our security safeguards and updating our systems and security procedures to further minimize the risk of any similar incident in the future.

Out of an abundance of caution, we are offering a complimentary one-year membership of Experian IdentityWorksSM Credit 3B. This product helps detect possible misuse of your personal information and provides you with identity protection services focused on immediate identification and resolution of identity theft. IdentityWorks Credit 3B 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 Credit 3B, including instructions on how to activate your complimentary one-year membership, please see the additional information provided in this Attachment A to this letter.

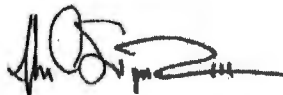
We have also attached additional steps you may want to consider to protect yourself in Attachment B to this letter.

We sincerely apologize for this incident and regret any inconvenience it may cause you. Should you have questions or concerns regarding this matter, **we have established a toll free number for you to call: 1-844-582-5076.** You may also reach us at:

System Privacy Office
Geisinger Health System
MC 30-02
100 N. Academy Avenue
Danville, Pa 17822
systemprivacyoffice@geisinger.edu

Human Resources
ISS Solutions, Inc.
2010 Cabot Blvd., West
Langhorne, PA 19047

Sincerely,



John Signorino, JD MHSA
Chief Privacy Officer
Geisinger Health System



Tony J. Faralli
Director of Human Resources
ISS Solutions, Inc.

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Attachment A: Instructions to Enroll In Credit Monitoring

To help protect your identity, we are offering a **complimentary** one-year membership of Experian IdentityWorksSM Credit 3B. 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 IdentityWorks Credit 3B Now in Three Easy Steps

- 1. ENROLL by: 6.7.18** (Your code will not work after this date.)
- 2. VISIT the Experian IdentityWorks website** to enroll:
<https://www.experianidworks.com/3bcredit>
- 3. PROVIDE the Activation Code: [Code]**

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 877-288-8057. Be prepared to provide engagement number **DB05651** as proof of eligibility for the identity restoration services by Experian.

ADDITIONAL DETAILS REGARDING YOUR 12-MONTH EXPERIAN IDENTITYWORKS CREDIT 3B MEMBERSHIP:

A credit card is **not** required for enrollment in Experian IdentityWorks Credit 3B.

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, Equifax and Transunion files for indicators of fraud.
- **Experian IdentityWorks ExtendCARETM:** 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.

Activate your membership today at <https://www.experianidworks.com/3bcredit> or call 877-288-8057 to register with the activation code above.

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



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report or suspect that an item on your credit report may be fraudulent, please contact Experian's customer care team at 877-288-8057.

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

** Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of American International Group, Inc. (AIG). The description herein is a summary and intended for informational purposes only and 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.

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Attachment B: Steps You May Wish to Take to Further Protect Yourself

In addition to the steps outlined above, you may also consider placing a security freeze on your credit reports. To place a security freeze, you must send a written request to each credit reporting agency. If you have been the victim of identity theft, or are the spouse of an identity theft victim, the credit reporting agency may allow you to obtain a security freeze at no cost. If you have not been the victim of identity theft, you may be required to pay a fee to obtain a security freeze.

To Place A Security Freeze With Equifax

You can place a security freeze through Equifax in the following ways:

- Apply online https://www.freeze.equifax.com/Freeze/jsp/SFF_PersonalIDInfo.jsp
- Call Equifax's automated telephone line at 800-685-1111; or
- Submit a written request to Equifax Security Freeze, P.O. Box 105788, Atlanta, Georgia 30348.

To Place A Security Freeze With Experian

You can place a security freeze through Experian in the following ways:

- Apply online at <https://www.experian.com/ncaonline/freeze>; or
- Submit a written request to Experian Security Freeze, P.O. Box 9554, Allen, TX 75013.

To Place A Security Freeze With TransUnion:

You can place a security freeze through TransUnion in the following ways:

- Apply online at <http://www.transunion.com/securityfreeze>; or
- Call 888-909-8872; or
- Submit a written request to TransUnion LLC, P.O. Box 2000, Chester, PA 19016

Review Credit Reports

We also recommend that you regularly review your credit reports and account statements for any unauthorized activity. If you have any questions about Identity Works Credit 3B, 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 877-288-8057

If you do find suspicious activity on your credit reports or become aware of identity theft, we recommend that you call your local law enforcement office and/or notify the Federal Trade Commission at its identity theft hotline 1-877-ID-THEFT (877-438-4338), file a police report of identity theft, and obtain a copy of the police report, as you may need to give copies of the police report to creditors to clear up your records. You may want to visit the FTC's identity theft website, www.ftc.gov/idtheft for additional information. Residents of Maryland may wish to contact the Attorney General at (888)743-0023 for

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additional information regarding identity theft. Residents of North Carolina may contact the Attorney General at (877)566-7226 for such information.

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[FIRST NAME] [LAST NAME]
[ADDRESS1] [ADDRESS 2]
[CITY] [STATE] [ZIP]

[DATE]

RE: Important Notification Regarding Your Personal Information

Dear [FIRST NAME] [LAST NAME]:

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Please review this letter for information on what happened, the steps we have taken in response to the incident, the assistance we will provide to you, and the steps you can take to protect yourself.

What Happened

On January 23, 2018, ISS, a Geisinger company, was the victim of a ransomware attack. ISS did not pay the ransom, and we alerted appropriate authorities. Shortly thereafter, we disabled internet connections to prevent any potential spread of the ransomware, and began preserving data for a forensic analysis. By January 26th, the forensic data was secured, and recovery efforts began.

The forensic analysis was completed on February 7, 2018. We determined that the attack affected several ISS computer servers, including a server that contained employment information. Some of your data was present on the server because you were a dependant of a current or former ISS employee. Although access to your data was affected during the event, we did not find any specific evidence that your data was stolen.

Nevertheless, after data recovery was complete, we reviewed all information on the affected employment drive. This review was complete as of February 19th, and we concluded that the following personal data regarding you may have been present on the affected drive:

- Your name, address, phone number, social security number, and birth date

What We Did in Response to the Incident & How You Can Protect Yourself

ISS immediately instituted recovery procedures, and started a forensic investigation to determine whether any data was stolen. Again, although access to your data was affected during the event, we did **not** find any specific evidence that your data was stolen.

We are in the process of reviewing our security safeguards and updating our systems and security procedures to further minimize the risk of any similar incident in the future.

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We have also attached additional steps you may want to consider to protect yourself in Attachment B to this letter.

We sincerely apologize for this incident and regret any inconvenience it may cause you. Should you have questions or concerns regarding this matter, **we have established a toll free number for you to call: 1-844-582-5076.** You may also reach us at:

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Activate IdentityWorks Credit 3B Now in Three Easy Steps

1. **ENROLL** by: **6.7.18** (Your code will not work after this date.)
2. **VISIT** the **Experian IdentityWorks website** to enroll:
<https://www.experianidworks.com/3bcredit>
3. **PROVIDE** the **Activation Code: [Code]**

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 877-288-8057. Be prepared to provide engagement number **DB05651** as proof of eligibility for the identity restoration services by Experian.

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** Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of American International Group, Inc. (AIG). The description herein is a summary and intended for informational purposes only and 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.

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Attachment B: Steps You May Wish to Take to Further Protect Yourself

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You can place a security freeze through Equifax in the following ways:

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- Call Equifax's automated telephone line at 800-685-1111; or
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You can place a security freeze through Experian in the following ways:

- Apply online at <https://www.experian.com/ncaonline/freeze>; or
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To Place A Security Freeze With TransUnion:

You can place a security freeze through TransUnion in the following ways:

- Apply online at <http://www.transunion.com/securityfreeze>; or
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Ext. 6400
Fx: (610) 395-3286

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Fx: (304) 599-5517

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additional information regarding identity theft. Residents of North Carolina may contact the Attorney General at (877)566-7226 for such information.

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Fx: (215) 750-9136

REGIONAL OFFICES:
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Ph: (570) 271-0430
Fx: (570) 271-1203

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To the Parent or Guardian of [FIRST NAME] [LAST NAME]
[ADDRESS 1] [ADDRESS 2]
[CITY] [STATE] [ZIP]

[DATE]

RE: Important Notification Regarding [FIRST NAME]'s Personal Information

Dear Parent or Guardian:

ISS Solutions ("ISS") and Geisinger Health ("Geisinger")¹ take the privacy and confidentiality of personal information very seriously. We are writing because some of [FIRST NAME]'s personal information may have been disclosed inappropriately.

Please review this letter for information on what happened, the steps we have taken in response to the incident, the assistance we will provide, and the steps you can take to protect [FIRST NAME].

What Happened

On January 23, 2018, ISS, a Geisinger company, was the victim of a ransomware attack. ISS did not pay the ransom, and we alerted appropriate authorities. Shortly thereafter, we disabled internet connections to prevent any potential spread of the ransomware, and began preserving data for a forensic analysis. By January 26th, the forensic data was secured, and recovery efforts began.

The forensic analysis was completed on February 7, 2018. We determined that the attack affected several ISS computer servers, including a server that contained employment information. Some of your minor child's data was present on the server because they were a dependant of a current or former ISS employee. Although access to this data was affected during the event, we did not find any specific evidence that your minor child's data was stolen.

Nevertheless, after data recovery was complete, we reviewed all information on the affected employment drive. This review was complete as of February 19th, and we concluded that the following personal data regarding your minor child may have been present on the affected drive:

- Name, address, phone number, social security number, and birth date

What We Did in Response to the Incident & How You Can Protect Your Minor Child

ISS immediately instituted recovery procedures, and started a forensic investigation to determine whether any data was stolen. Again, although access to your minor child's was affected during the event, we did **not** find any specific evidence that this data was stolen.

We are in the process of reviewing our security safeguards and updating our systems and security procedures to further minimize the risk of any similar incident in the future.

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ISSSolutions.
Technology Lifecycle Management

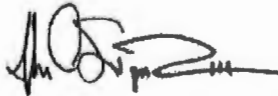
Out of an abundance of caution, we are offering a complimentary one-year membership of Experian IdentityWorksSM Minor Plus. This product provides you with internet surveillance of your minor's personal information. In addition, IdentityWorks Minor Plus will tell you if your minor has a credit report, a potential sign that his or her identity has been stolen. For more information on identity theft prevention and IdentityWorks Minor Plus, including instructions on how to activate your complimentary one-year membership, please see the additional information provided in Attachment A to this letter.

We sincerely apologize for this incident and regret any inconvenience it may cause you and your family. Should you have questions or concerns regarding this matter, **we have established a toll free number for you to call: 1-844-582-5076.** You may also reach us at:


System Privacy Office
Geisinger Health System
MC 30-02
100 N. Academy Avenue
Danville, Pa 17822
systemprivacyoffice@geisinger.edu

Human Resources
ISS Solutions, Inc.
2010 Cabot Blvd., West
Langhorne, PA 19047

Sincerely,



John Signorino, JD MHSA
Chief Privacy Officer
Geisinger Health System



Tony J. Faralli
Director of Human Resources
ISS Solutions, Inc.

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Attachment A: Instructions to Enroll In Credit Monitoring

To help protect your minor's identity, we are offering a **complimentary** one-year membership of Experian IdentityWorksSM Minor Plus product. This product monitors for the creation of a credit file in your minor's name, and includes internet surveillance, and identity theft insurance at no cost.

Activate Experian IdentityWorks Minor Plus Now in Four Easy Steps

- 1. ENROLL** by: **6.7.18** (Your code will not work after this date.)
- Visit the **Experian IdentityWorks website** to enroll:
<https://www.experianidworks.com/minorplus>
- 3. PROVIDE** the **Activation Code: [Code]** and the parent's/guardian's information
- 4. PROVIDE** your minor's information when prompted

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 877-288-8057. Be prepared to provide engagement number **DB05652** as proof of eligibility for the identity restoration services by Experian.

Additional details regarding THE 12-MONTH EXPERIAN IDENTITYWORKS minor plus Membership:

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

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

Once you enroll your minor in Experian IdentityWorks, you can access the following additional features:

- **Social Security Number Trace:** Monitoring to determine whether enrolled minors in your household have an Experian credit report. Alerts of all names, aliases and addresses that become associated with your minor's Social Security Number (SSN) on the Experian credit report.
- **Internet Surveillance:** Technology searches the web, chat rooms & bulletin boards 24/7 to identify trading or selling of the minor's personal information on the Dark Web.
- **Experian IdentityWorks ExtendCARE™:** Receive the same high-level of Identity Restoration support even after the Experian IdentityWorks membership has expired.
- **\$1 Million Identity Theft Insurance*:** Provides coverage for certain costs and unauthorized electronic fund transfers.
-

Activate your minor's membership today at
<https://www.experianidworks.com/minorplus> or call 877-288-8057 to register with the activation code above.

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What you can do to protect your minor's information: There are additional actions you can consider taking to reduce the chances of identity theft or fraud on your minor's account(s). Please refer to www.ExperianIDWorks.com/restoration for this information.

* Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of American International Group, Inc. (AIG). The description herein is a summary and intended for informational purposes only and 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.