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CONSUMER PROTECTION

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www.libertyhealthcare.com



Judith Shields
610-668-8800 ext. 193
judiths@libertyhealth.com

February 22, 2021

VIA OVERNIGHT MAIL

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

Re: **Incident Notification**

Dear Consumer Protection Bureau,

I am the Privacy Officer of Liberty Healthcare Corporation ("Liberty"). Pursuant to New Hampshire Revised Statute §§ 359-C:20, I am writing to notify you of a potential compromise of personal information involving one (1) New Hampshire resident.

I. **Description of Event**

On January 25, 2021, Liberty discovered an incident that may have involved unauthorized access to certain personally identifiable information. A third-party payment processor shipped a package to Liberty containing hard copies of completed 1099 forms and CDs on which such 1099 forms were saved. When the package arrived, Liberty noticed that the package was opened and the contents were missing. The shipping company was notified immediately, but it was unable to explain why the package was opened or locate the contents of the package. That same day, Liberty notified the payment processor of the opened package and it also investigated but had no explanation. The information potentially compromised includes name, address and Social Security Number or other taxpayer identification number.

II. **Remedial Steps Taken in Response to the Incident**

Liberty is working with its payment processor to update and enhance the protections that it had in place before this incident. Additionally, while Liberty is not aware of any misuse of the information involved, as a precaution to help protect the identity of affected individuals and businesses, Liberty has arranged for identity theft protection and credit monitoring services to be provided for 24 months free of charge.

III. **Notification to the Affected Residents**



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To comply with our notification obligations, Liberty will be mailing a notification letter to the affected New Hampshire resident substantially in the same form as the letter attached as Exhibit A no later than February 23, 2021.

If you have any questions or require any additional information regarding this incident, please do not hesitate to contact me.

Sincerely,



Judith Shields
Corporate Compliance Officer

Enclosure



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EXHIBIT A

February 23, 2021

VIA REGULAR MAIL

«SALUTATION» «FIRST» «LAST»
«ADDR1»
«ADDR2»
«CITY», «STATE» «ZIP»

Important Notice

Dear «SALUTATION» «LAST»,

We are writing to you because Liberty Healthcare Corporation (“Liberty,” “we,” “us,” “our”) recently was the victim of a potential compromise involving some of your personal information. Liberty takes the protection of your information seriously, and while we have no direct evidence that your information was viewed or used by any unauthorized individuals, out of an abundance of caution, we are contacting you directly to let you know what occurred and the resources you can use to monitor your personal information and help protect against identity theft.

What Happened?

On January 25, 2021, Liberty discovered an incident that may have involved unauthorized access to certain personally identifiable information. A third-party payment processor shipped a package to Liberty containing hard copies of completed 1099 forms and CDs on which such 1099 forms were saved. When the package arrived, Liberty noticed that the package was opened, and the contents were missing. The shipping company was notified immediately, but it was unable to explain why the package was opened or locate the contents of the package. That same day, Liberty notified the payment processor of the opened package and it also investigated but had no explanation.

What Information Was Involved?

The information potentially compromised includes your name, address and Social Security Number or other taxpayer identification number.

What We Are Doing

We are working with our payment processor to update and enhance the protections that it had in place before this incident. Additionally, while we are not aware of any misuse of your information, as a precaution to help protect your identity, we have arranged for identity theft



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protection and credit monitoring services to be provided for 24 months free of charge to all individuals who were affected by this incident.

To help protect your identity, we are offering a complimentary two years' membership of Experian's® IdentityWorksSM. This product provides you with superior identity detection and resolution of identity theft. To activate your membership and start monitoring your personal information, at no cost to you, please follow the steps below:

- Ensure that you **enroll by: May 31, 2021** (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll:
<https://www.experianidworks.com/3bplus>
- Provide your **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 **877-890-9332** by **May 31, 2021**. Be prepared to provide engagement number **#B009629** as proof of eligibility for the identity restoration services by Experian.

ADDITIONAL DETAILS REGARDING YOUR 24-MONTH EXPERIAN IDENTITYWORKS MEMBERSHIP:

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

You can contact Experian **immediately** regarding any fraud issues, and have access to the following features once you enroll in Experian IdentityWorks:

- **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.
- **Internet Surveillance:** Technology searches the web, chat rooms & bulletin boards 24/7 to identify trading or selling of your personal information on the Dark Web.
- **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.
- **Up to \$1 Million Identity Theft Insurance**:** Provides coverage for certain costs and unauthorized electronic fund transfers.



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If you believe there was fraudulent use of your information and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent at [877-890-9332](tel:877-890-9332). If, after discussing your situation with an agent, it is determined that Identity Restoration support is needed, then an Experian Identity Restoration agent is available to work with you to investigate and resolve each incident of fraud that occurred (including, as appropriate, helping you with contacting credit grantors to dispute charges and close accounts; assisting you in placing a freeze on your credit file with the three major credit bureaus; and assisting you with contacting government agencies to help restore your identity to its proper condition).

Please note that this Identity Restoration support is available to you for one year from the date of this letter and does not require any action on your part at this time. The Terms and Conditions for this offer are located at www.ExperianIDWorks.com/restoration. You will also find self-help tips and information about identity protection at this site.

What You Can Do

We recommend that you remain vigilant for incidents of fraud and identity theft, including by regularly viewing your account statements and monitoring your free credit reports. For more information on how you can help protect yourself, please review the enclosed *Additional Resources*.

For More Information

If you have any questions or concerns about this incident, please contact Liberty's Compliance Office at 800.331.7122. While Liberty did not cause the incident, we apologize for any inconvenience this incident may cause you and thank you for your understanding.

Sincerely,
Liberty Healthcare Corporation

Judith Shields
Corporate Compliance Officer



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Additional Resources

Contact information for the three nationwide credit reporting agencies:

Equifax, PO Box 740241, Atlanta, GA 30374, www.equifax.com, 1-800-685-1111

Experian, PO Box 2104, Allen, TX 75013, www.experian.com, 1-888-397-3742

TransUnion, PO Box 2000, Chester, PA 119016, www.transunion.com, 1-800-888-4213

Free Credit Report. It is recommended that you remain vigilant by reviewing account statements and monitoring your credit report for unauthorized activity, especially activity that may indicate fraud and identity theft. You may obtain a copy of your credit report, free of charge, once every 12 months from each of the three nationwide credit reporting agencies.

To order your annual 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 from the U.S. Federal Trade Commission's ("FTC") website at www.consumer.ftc.gov) to:

Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281.

For Colorado, Georgia, Maine, Maryland and New Jersey residents: You may obtain one or more (depending on the state) additional copies of your credit report, free of charge. You must contact each of the credit reporting agencies directly to obtain such additional report(s).

Fraud Alerts. There are two types of 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 at least one year. You may have an extended alert placed on your credit report if you have already been a victim of identity theft and you have the appropriate documentary proof. An extended fraud alert stays on your credit report for seven years. You can place a fraud alert on your credit report by contacting any of the three national credit reporting agencies.

Security Freeze. You have the ability to place a security freeze, also known as a credit freeze, on your credit report free of charge.

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 use an online process, an automated telephone line, or submit a written request to any of the three credit reporting agencies listed above. The following information must be included when requesting a security freeze (note that, if you are requesting a security freeze 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;



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(4) current address and any previous addresses for the past 5 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, and display your name, current mailing address, and the date of issue.

Federal Trade Commission and State Attorneys General Offices. 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 home state. You may also contact these agencies for information on how to prevent or minimize the risks of identity theft.

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

For Maryland residents: You may contact the Maryland Office of the Attorney General, Consumer Protection Division, 200 St. Paul Place, Baltimore, MD 21202, www.oag.state.md.us, 1-888-743-0023.

For North Carolina residents: You may contact the North Carolina Office of the Attorney General, Consumer Protection Division, 9001 Mail Service Center, Raleigh, NC 27699-9001, www.ncdoj.gov, 1-877-566-7226.

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