

STATE OF NH  
DEPT OF JUSTICE  
2016 MAY 16 PM 12:08

May 11, 2016



Lindsay B. Nickle  
214.698.8093 (direct)  
806.535.0274 (mobile)  
Lindsay.Nickle@wilsonelser.com

Via Regular Mail

**Attorney General Joseph Foster**  
Office of the Attorney General  
33 Capitol Street  
Concord, NH 03302

Re: Data Security Incident

Dear Attorney General Foster:

We represent Medical Colleagues of Texas, LLP, ("MCT") in Katy, Texas, with respect to a recent security incident involving the potential exposure of certain personally identifiable information described in more detail below.

**1. Nature of security incident.**

On March, 8, 2016, MCT noticed unusual activity on its computer network. In response, MCT began an investigation and hired an independent computer forensic expert to review and analyze the computer network to confirm it was secure. As a result of that investigation, MCT learned that hackers had gained access to the computer network. The investigation indicates that unauthorized individuals may have accessed information in the medical records database, including the names, addresses, Social Security numbers, driver's license numbers, health insurance information, and medical treatment information for patients, as well as names, addresses, social security numbers, driver's license numbers, and health insurance information of patient guarantors. In addition, personnel files for current and former employees of the practice may have also been accessed, and those files include names, addresses, social security numbers, and may also include banking information. We have notified law enforcement about the incident and will continue to cooperate with any ongoing investigation.

**2. Number of New Hampshire residents affected.**

It appears that five (5) New Hampshire residents were affected by the security incident. Notification to these individuals will be complete on May 11, 2016. Sample copies of the notification letters, sent via regular first class mail, are included with this letter.

**3. Steps you have taken or plan to take relating to the incident.**

MCT has taken steps to prevent this type of event from happening in the future, including updating the

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Albany • Baltimore • Boston • Chicago • Dallas • Denver • Edwardsville • Garden City • Hartford • Houston • Kentucky • Las Vegas • London • Los Angeles • Miami • Michigan  
Milwaukee • New Jersey • New York • Orlando • Philadelphia • San Diego • San Francisco • Stamford • Virginia • Washington, DC • West Palm Beach • White Plains

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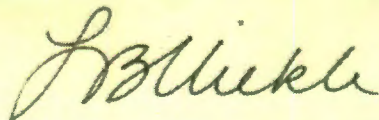
computer network, strengthening firewalls, and implementing two factor authorization measures for remote access. MCT is also providing additional employee training and strengthening policies and procedures with regard to the protection of sensitive information. In addition, MCT is offering potentially impacted individuals with credit monitoring and identity restoration services through Equifax.

**4. Contact information.**

MCT remains dedicated to protecting the sensitive information in its systems. If you have any questions or need additional information, please do not hesitate to contact me at [Lindsay.Nickle@wilsonelser.com](mailto:Lindsay.Nickle@wilsonelser.com) or (214) 698-8093.

Very truly yours,

**Wilson, Elser, Moskowitz,  
Edelman & Dicker, LLP**



Lindsay B. Nickle

Enclosure



**MCT** Medical Colleagues of Texas, LLP

Return Mail Processing Center  
PO Box 6336  
Portland, OR 97228-6336

<<mail id>>  
<<Name>>  
<<Address1>>  
<<Address2>>  
<<City>><<State>><<ZIP>>

<<Date>>

Activation Code: <<#####>>

Dear <<Name>>:

We are writing to inform you of a data security incident involving Medical Colleagues of Texas, LLP that may have resulted in the disclosure of your personal information, including your Social Security number and health information. We take the security of your personal information very seriously, and we sincerely apologize for any inconvenience this may cause you. This letter contains information about the occurrence, steps you can take to protect your information, and resources we are making available to help you.

On March, 8, 2016, we noticed unusual activity on our computer network. In response to that discovery, we began an investigation and hired an independent computer forensic expert to review and analyze our computer network to confirm it was secure. As a result of that investigation, we discovered that hackers had gained access to our computer network. The investigation indicates that unauthorized individuals may have accessed information in our medical records database, including your name, address, Social Security number, driver's license number, health insurance information and medical treatment information. We have notified law enforcement about the incident and will continue to cooperate with any ongoing investigation.

Though we are not aware of any misuse of your information, out of an abundance of caution, we have arranged with Equifax Personal Solutions to help you protect your identity at no cost to you. See below for enrollment instructions.

**Enroll in Equifax Credit Watch™ Silver:** Equifax Credit Watch will provide you with an "early warning system" to changes to your credit file and help you to understand the content of your Equifax credit file. Equifax Credit Watch provides you with the following benefits:

- Comprehensive credit file monitoring of your Equifax credit report with daily notification of key changes to your credit file.
- Wireless alerts and customizable alerts available
- One copy of your Equifax Credit Report™
- \$25,000 in identity theft insurance with \$0 deductible, at no additional cost to you\*
- 24 by 7 live agent Customer Service to assist you in understanding the content of your Equifax credit information, to provide personalized identity theft victim assistance and in initiating an investigation of inaccurate information.
- 90 day Fraud Alert placement with automatic renewal functionality†

\* Identity Theft Insurance underwritten by insurance company subsidiaries or affiliates of American International Group, Inc. 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. This product is not intended for minors (under 18 years of age).

† The Automatic Fraud Alert feature made available to consumers by Equifax Information Services LLC and fulfilled on its behalf by Equifax Consumer Services LLC

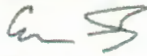
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1. **Welcome Page:** Enter the Activation Code provided at the top of your letter and click the "Submit" button.
2. **Register:** Complete the form with your contact information (name, gender, home address, date of birth, Social Security Number and telephone number) and click the "Continue" button.
3. **Create Account:** Complete the form with your email address, create a User Name and Password, check the box to accept the Terms of Use and click the "Continue" button.
4. **Verify ID:** The system will then ask you up to four security questions to verify your identity. Please answer the questions and click the "Submit Order" button.
5. **Order Confirmation:** This page shows you your completed enrollment. Please click the "View My Product" button to access the product features.

We take the privacy and security of your information very seriously and have taken steps to prevent a similar event from happening in the future. Specifically, we have updated our computer network, strengthened our firewalls, and implemented two factor authorization measures for remote access. We are also providing additional training for our employees and are strengthening our policies and procedures in regards to the protection of sensitive personal information.

Your trust is a top priority for Medical Colleagues of Texas, and we truly regret any concern this may cause. If you have any questions, please call 844-812-9299, 8 am to 8 pm Central Time, Monday-Friday.

Sincerely,



Ethan Bing  
Practice Administrator



## U.S. State Notification Requirements

**For residents of Hawaii, Michigan, Missouri, Virginia, Vermont, and North Carolina:** It is recommended by state law 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.

**For residents of Illinois, Iowa, Maryland, 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. You may obtain a free copy of your credit report by contacting any one or more of the following national consumer reporting agencies:

**Equifax Security Freeze**  
P.O. Box 105788  
Atlanta, GA 30348  
www.equifax.com

**Experian Security Freeze**  
P.O. Box 9554  
Allen, TX 75013  
<http://www.experian.com/freeze>

**TransUnion (FVAD)**  
P.O. Box 2000  
Chester, PA 19022  
www.transunion.com

You may also obtain a free copy of your credit report online at [www.annualcreditreport.com](http://www.annualcreditreport.com), by calling toll-free 1-877-322-8228, or by mailing an Annual Credit Report Request Form (available at [www.annualcreditreport.com](http://www.annualcreditreport.com)) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281.

**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 Maryland, Illinois, and North Carolina:**

You can obtain information from the Maryland and North Carolina Offices of the Attorneys General and the Federal Trade Commission about fraud alerts, security freezes, and steps you can take toward preventing identity theft.

**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

**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

**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

**For residents of Massachusetts:**

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 all states:**

**Fraud Alerts:** You can place fraud alerts with the three credit bureaus at one of the three major credit bureaus by phone and also via Experian's or Equifax's website. A fraud alert tells creditors to follow certain procedures, including contacting you, before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit. The contact information for all three credit bureaus is below:

**Monitoring:** You should always remain vigilant and monitor your accounts for suspicious or unusual activity.

**Security Freeze:** You also have the right to place a security freeze on your credit report. 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 need to send a request to each consumer reporting agency by certified mail, overnight mail, or regular stamped mail. 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 \$5.00 to place a freeze or lift or remove a freeze, but is 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. You may obtain a security freeze by contacting any one or more of the following national consumer reporting agencies:

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Chester, PA 19022  
www.transunion.com

More information can also be obtained by contacting the Federal Trade Commission listed above.



**MCT** Medical Colleagues of Texas, LLP

Return Mail Processing Center  
PO Box 6336  
Portland, OR 97228-6336

<<mail id>>  
<<Name>>  
<<Address1>>  
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<<City>><<State>><<Zip>>

<<Date>>

Activation Code: <<#####>>

Dear <<Name>>:

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On March, 8, 2016, we noticed unusual activity on our computer network. In response to that discovery, we began an investigation and hired an independent computer forensic expert to review and analyze our computer network to confirm it was secure. As a result of that investigation, we discovered that hackers had gained access to our computer network. The investigation indicates that unauthorized individuals may have accessed information in our medical records database, including information provided to us regarding guarantors for patient treatment, which may include your name, address, Social Security number, driver's license number, and health insurance information. We have notified law enforcement about the incident and will continue to cooperate with any ongoing investigation.

Though we are not aware of any misuse of your information, out of an abundance of caution, we have arranged with Equifax Personal Solutions to help you protect your identity at no cost to you. See below for enrollment instructions.

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Your trust is a top priority for Medical Colleagues of Texas, and we truly regret any concern this may cause. If you have any questions, please call 844-812-9299, 8 am to 8 pm Central Time, Monday-Friday.

Sincerely,



Ethan Bing  
Practice Administrator



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1-888-743-0023  
www.oag.state.md.us

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Raleigh, NC 27699-9001  
1-877-566-7226  
www.ncdoj.com

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**MCT** Medical Colleagues of Texas, LLP

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PO Box 6336  
Portland, OR 97228-6336

<<mail id>>  
<<Name>>  
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<<City>><<State>><<Zip>>

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Ethan Bing  
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