

STATE OF NEW HAMPSHIRE  
DEPT OF JUSTICE  
2016 APR 19 AM 11:51



April 15, 2016

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

Dear Attorney General Foster:

We represent Mountain Park Health Center ("MPHC"), a community health care provider located in Phoenix, AZ, with respect to a recent potential data security incident. MPHC takes the security and privacy of the information in its control seriously, and has taken steps to prevent a similar incident from occurring in the future.

**1. Nature of security incident.**

On March 22, 2016, MPHC's administrative offices, and some locked file cabinets where employee personnel files were secured, were broken into. Although the file cabinets were opened and it appears that the burglars rifled through the drawers, none of the contents of the filing cabinet were stolen. MPHC immediately began an investigation to determine what information was in the file cabinets and determined that it contained employee personnel files. The employee personnel files contained names, addresses, Social Security numbers, dates of birth, and limited financial information. MPHC immediately notified law enforcement and are cooperating with their investigation.

At this time MPHC is not aware of any misuse of any employee information. However, out of an abundance of caution, MPHC has notified the affected individuals and offered them free credit monitoring and identity protection services for 12 months at no cost to them.

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

One (1) New Hampshire resident was affected by the security incident. A notification letter to the individual was mailed on April 15, 2016 via regular mail. A copy of the notification letter is included with this letter.

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**3. Steps MPHC has taken or plan to take relating to the incident.**

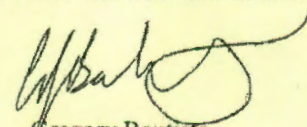
MPHC has taken steps to prevent a similar incident from occurring again. This includes re-keying all the doors and cabinets as well as exploring additional security systems. MPHC is also offering potentially affected individuals with credit monitoring and identity protection services through Kroll.

**4. Contact information.**

MPHC remains dedicated to protecting the sensitive information in its control. If you have any questions or need additional information, please do not hesitate to contact me at [Gregory.Bautista@wilsonelser.com](mailto:Gregory.Bautista@wilsonelser.com) or 914-872-7839.

Very truly yours,

**Wilson Elser Moskowitz Edelman & Dicker LLP**



Gregory Bautista

Enclosure





<<MemberFirstName>> <<MemberLastName>>  
<<Address1>>  
<<Address2>>  
<<City>>, <<State>> <<Zip Code>>

<<Date>> (Format: Month Day, Year)

Dear <<MemberFirstName>> <<MemberLastName>>,

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

On March 22, 2016, our administrative offices, and some locked file cabinets where employee personnel files were secured, were broken into. Although the file cabinets were opened and it appears that the burglars rifled through the drawers, none of the contents of the filing cabinet were stolen. We immediately began an investigation to determine what information was in the file cabinets and determined that it contained employee personnel files. Your employee personnel file contains your name, address, Social Security number, date of birth, and limited financial information. We immediately notified law enforcement and are cooperating with their investigation.

Although none of the files were stolen, and we are unaware of any misuse of your information, out of an abundance of caution, we have arranged to have Kroll provide identity monitoring for 12 months at no cost to you. Kroll has extensive experience in risk mitigation, response, and helping people who have sustained an unintentional exposure of confidential data

Your identity monitoring services include Credit Monitoring and Identity Consultation and Restoration.

To enroll in these services, visit [krollbreach.idMonitoringService.com](http://krollbreach.idMonitoringService.com) and follow the online instructions.

Your membership number is <<Member ID>>. You will need this number to enroll.

This service helps detect possible misuse of your personal information and provides you with access to licensed investigators to answer your questions or help you with concerns you may have.

For more information on identity theft prevention and Kroll, including instructions on how to enroll, please call 1-866-775-4209, 7:00 a.m. to 4:00 p.m. (Mountain Time), Monday through Friday. *Please have your membership number ready.* Also, please note the deadline to enroll is July 15, 2016.

We want to assure you that we have taken steps to prevent a similar event from occurring in the future, and to protect the privacy and security of your information. This includes re-keying all the doors and cabinets as well as exploring additional security systems.

We take the privacy and security of your information very seriously, and sincerely regret any concern or inconvenience this may cause you. Please know that the protection and security of your personal information is a top priority for us. Please contact us Monday through Friday, 7:00 a.m. to 4:00 p.m. Mountain Time at 1-866-775-4209 with any questions or concerns.

Sincerely,

John Swagert, MD/CEO



## Additional Important Information

### 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.

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### 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	Experian	TransUnion
P.O. Box 70241 Atlanta, GA 30374 1-800-685-1111 www.equifax.com	P.O. Box 22104 Allen, TX 75013 1-888-397-3742 www.experian.com	P.O. Box 2000 Chester, PA 19022 1-800-888-4213 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.

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### For residents of Iowa:

State law advises you to report any suspected identity theft to law enforcement or to the Attorney General.

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### For residents of Oregon:

State laws advise you to report any suspected identity theft to law enforcement, as well as the Federal Trade Commission.

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### 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	North Carolina Office of the Attorney General	Federal Trade Commission Consumer Response Center
Consumer Protection Division 200 St. Paul Place Baltimore, MD 21202 1-888-743-0023 www.oag.state.md.us	Consumer Protection Division 9001 Mail Service Center Raleigh, NC 27699-9001 1-877-566-7226 www.ncdoj.com	600 Pennsylvania Avenue, NW Washington, DC 20580 1-877-IDTHEFT (438-4338) www.ftc.gov/bcp/edu/microsites/idtheft

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### 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.

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### 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:

**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 19016  
www.transunion.com

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



## TAKE ADVANTAGE OF YOUR IDENTITY MONITORING SERVICES

You've been provided with access to the following services<sup>1</sup> from Kroll:

### **Credit Monitoring through TransUnion**

You'll receive alerts when there are changes to your credit data—for instance, when a new line of credit is applied for in your name. If you do not recognize the activity, you'll have the option to call a Kroll investigator, who can help you determine if it's an indicator of identity theft.

### **Identity Consultation**

You have unlimited access to consultation with a dedicated licensed investigator at Kroll. Support includes showing you the most effective ways to protect your identity, explaining your rights and protections under the law, assistance with fraud alerts, and interpreting how personal information is accessed and used, including investigating suspicious activity that could be tied to an identity theft event.

### **Identity Restoration**

If you become a victim of identity theft, an experienced licensed investigator will work on your behalf to resolve related issues. You will have access to a dedicated investigator who understands your issues and will do most of the work for you. Your investigator can dig deep to uncover all aspects of the identity theft, and then work to resolve it.

<sup>1</sup> Kroll's activation website is only compatible with the current version or one version earlier of Internet Explorer, Chrome, Firefox, and Safari.

To receive credit services, you must be over the age of 18 and have established credit in the U.S., have a Social Security number in your name, and have a U.S. residential address associated with your credit file.