

April 23, 2018

RECEIVED

APR 26 2018

CONSUMER PROTECTION

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Via Certified Mail

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

Certified Article Number

9414 7266 9904 2101 0178 90

SENDER'S RECORD

Re: Data Security Incident

Dear Attorney General Foster:

We represent the North Texas Medical Center (NTMC), a 60-bed acute care hospital situated on 52 acres located within the city limits of Gainesville, Texas, with respect to a recent data incident described in more detail below. Notification is being provided to the impacted individual. NTMC takes the security and privacy of the information in its control very seriously.

1. Nature of security incident.

On February 26, 2018, NTMC discovered that an individual viewed an e-mail containing a spreadsheet with a resident's information, which was inadvertently provided in response to a Public Information Act request made under Chapter 552 of the Texas Government Code. The spreadsheet contained the resident's name, Social Security Number, date of birth, admission date, discharge date, and the abbreviation of the department where the services occurred.

2. Number of New Hampshire residents affected.

There was only one New Hampshire resident impacted by the security incident. A notification letter was mailed to said individual on April 23, 2018, via regular mail. A sample copy of the notification letter is included with this letter.

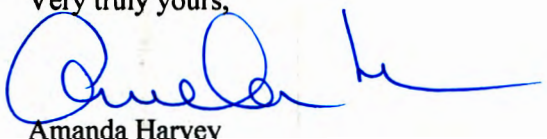
3. Steps you have taken or plan to take relating to the incident.

NTMC took immediate steps in response to discovering this event, including immediately contacting the individual who made the Public Information Act request, who has since represented that he destroyed the information and did not use or retain any copies. In addition, NTMC is offering identity protection services through MyIDCare™ at no cost to the affected New Hampshire resident.

4. Contact information.

NTMC 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 us at Gregory.Bautista@wilsonelser.com or Amanda.Harvey@wilsonelser.com.

Very truly yours,



Amanda Harvey

Enclosure



To Enroll, Please Call:
888-312-4107
Or Visit:
www.IDExpertsCorp.com/protect
Enrollment Code: <XXXXXXXX>

C/O ID Experts
PO Box 10444
Dublin, OH 43017

<<First Name>> <<Last Name>>
<<Address 1>> <<Address 2>>
<<City>> <<State>> <<Zip>>

April 23, 2018

Dear <<First Name>> <<Last Name>>:

We are writing to inform you of an incident that may have exposed your name and personal information. We take the security of your information very seriously and apologize for any concern or inconvenience this incident causes.

What happened and what information was involved:

On February 26, 2018, we discovered that an individual viewed an e-mail containing a spreadsheet with your information, which was inadvertently provided in response to a Public Information Act request made under Chapter 552 of the Texas Government Code. The spreadsheet contained your name, Social Security Number, date of birth, admission date, discharge date, and the abbreviation of the department where the services occurred.

What We Are Doing:

Upon discovery of the spreadsheets, we immediately contacted the individual, who has since represented that he destroyed the information and did not use or retain any copies. We are reviewing our internal policies and procedures pertaining to responding to Public Information Act requests to prevent a similar event from occurring in the future. In addition, we are offering identity theft protection services through ID Experts®, the data breach and recovery services expert, to provide you with MyIDCare™. MyIDCare services include: 12 months of credit and CyberScan monitoring, a \$1,000,000 insurance reimbursement policy, exclusive educational materials and fully managed identity theft recovery services. With this protection, MyIDCare will help you resolve issues if your identity is compromised.

What You Can Do:

We encourage you to contact ID Experts with any questions and to enroll in free MyIDCare services by calling 888-312-4107 or going to www.idexpertsCorp.com/protect and using the Enrollment Code provided above. MyIDCare experts are available Monday through Friday from 5 am - 5 pm Pacific Time. Please note the deadline to enroll is July 23, 2018.

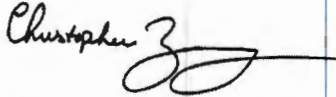
Again, at this time, there is no evidence that your information has been misused. However, we encourage you to take full advantage of this service offering. MyIDCare representatives have been fully versed on the incident and can answer questions or concerns you may have regarding protection of your personal information.

For More Information:

You will find detailed instructions for enrollment on the enclosed Recommended Steps document. Also, you will need to reference the following enrollment code above when calling or enrolling on the website, so please do not discard this letter.

Please call 888-312-4107 or go to www.idexpertscorp.com/protect for assistance or for any additional questions you may have.

Sincerely,

A handwritten signature in black ink that reads "Christopher Zeringue". The signature is written in a cursive style with a large, stylized "Z" at the end.

Christopher Zeringue, CEO
North Texas Medical Center



Recommended Steps to help Protect your Information

Please Note: Minors, under the age of 18, should not have a credit history established and are under the age to secure credit. Therefore credit monitoring may not be applicable at this time. All other services provided in the membership will apply. No one is allowed to place a fraud alert on your credit report except you, please follow the instructions below to place the alert.

- 1. Website and Enrollment.** Go to www.idexpertscorp.com/protect and follow the instructions for enrollment using your Enrollment Code provided at the top of the letter. Once you have completed your enrollment, you will receive a welcome letter by email (or by mail if you do not provide an email address when you sign up). The welcome letter will direct you to the exclusive MyIDCare Member Website where you will find other valuable educational information.
- 2. Activate the credit monitoring** provided as part of your MyIDCare membership, which is paid for by North Texas Medical Center. Credit and CyberScan monitoring are included in the membership, but you must personally activate it for it to be effective. Note: You must have established credit and access to a computer and the internet to use this service. If you need assistance, MyIDCare will be able to assist you.
- 3. Telephone.** Contact MyIDCare at 888-312-4107 to gain additional information about this event and speak with knowledgeable representatives about the appropriate steps to take to protect your credit identity.
- 4. Review your credit reports.** We recommend that you remain vigilant by reviewing account statements and monitoring credit reports. Under federal law, you also are entitled every 12 months to one free copy of your credit report from each of the three major credit reporting companies. To obtain a free annual credit report, go to www.annualcreditreport.com or call 1-877-322-8228. You may wish to stagger your requests so that you receive a free report by one of the three credit bureaus every four months.

If you discover any suspicious items and have enrolled in MyIDCare, notify them immediately by calling or by visiting their Member website and filing a theft report.

If you file a theft report with MyIDCare, you will be contacted by a member of our ID Care team who will help you determine the cause of the suspicious items. In the unlikely event that you fall victim to identity theft as a consequence of this incident, you will be assigned an ID Care Specialist who will work on your behalf to identify, stop and reverse the damage quickly.

You should also know that you have the right to file a police report if you ever experience identity fraud. Please note that in order to file a crime report or incident report with law enforcement for identity theft, you will likely need to provide some kind of proof that you have been a victim. A police report is often required to dispute fraudulent items. You can report suspected incidents of identity theft to local law enforcement or to the Attorney General.

5. Place Fraud Alerts with the three credit bureaus. If you choose to place a fraud alert, we recommend you do this after activating your credit monitoring. You can place a fraud alert 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 bureaus is as follows:

Credit Bureaus

Equifax Fraud Reporting
1-866-349-5191
P.O. Box 105069
Atlanta, GA 30348-5069
www.alerts.equifax.com

Experian Fraud Reporting
1-888-397-3742
P.O. Box 9554
Allen, TX 75013
www.experian.com

TransUnion Fraud Reporting
1-800-680-7289
P.O. Box 2000
Chester, PA 19022-2000
www.transunion.com

It is necessary to contact only ONE of these bureaus and use only ONE of these methods. As soon as one of the three bureaus confirms your fraud alert, the others are notified to place alerts on their records as well. You will receive confirmation letters in the mail and will then be able to order all three credit reports, free of charge, for your review.

6. Security Freeze. By placing a security freeze, someone who fraudulently acquires your personal identifying information will not be able to use that information to open new accounts or borrow money in your name. You will need to contact the three national credit reporting bureaus listed above in writing to place the freeze. Keep in mind that when you place the freeze, you will not be able to borrow money, obtain instant credit, or get a new credit card until you temporarily lift or permanently remove the freeze. The cost of placing the freeze varies by the state you live in and for each credit reporting bureau. The Credit Bureau may charge a fee of up to \$5.00 to place a freeze, lift, or remove a freeze. However, if you are a victim of identity theft and have filed a report with your local law enforcement agency or submitted an ID Theft Complaint Form with the Federal Trade Commission, there may be no charge to place the freeze.

7. You can obtain additional information about the steps you can take to avoid identity theft from the following agencies. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them.

California Residents: Visit the California Office of Privacy Protection www.privacy.ca.gov for additional information on protection against identity theft.

Kentucky Residents: Office of the Attorney General of Kentucky, 700 Capitol Avenue, Suite 118 Frankfort, Kentucky 40601, www.ag.ky.gov, Telephone: 1-502-696-5300.

Maryland Residents: Office of the Attorney General of Maryland, Consumer Protection Division 200 St. Paul Place Baltimore, MD 21202, www.oag.state.md.us/Consumer, Telephone: 1-888-743-0023.

North Carolina Residents: Office of the Attorney General of North Carolina, 9001 Mail Service Center Raleigh, NC 27699-9001, www.ncdoj.com/, Telephone: 1-919-716-6400.

Oregon Residents: Oregon Department of Justice, 1162 Court Street NE, Salem, OR 97301-4096, www.doj.state.or.us/, Telephone: 877-877-9392

Rhode Island Residents: Office of the Attorney General, 150 South Main Street, Providence, Rhode Island 02903, www.riag.ri.gov, Telephone: 401-274-4400

All US Residents: Identity Theft Clearinghouse, Federal Trade Commission, 600 Pennsylvania Avenue, NW Washington, DC 20580, www.consumer.gov/idtheft, 1-877-IDTHEFT (438-4338), TTY: 1-866-653-4261.