



April 20, 2017

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

To whom it may concern:

This letter is written pursuant to N.H. Rev. Stat. Ann. § 359-C:20 as notification that Pentucket Medical has recently discovered information leading it to believe that an unauthorized release or acquisition of personal information may have occurred.

***Nature of the Incident***

On January 18, 2017 a client of CubeSmart Storage Facility in Haverhill, MA found Pentucket Medical storage boxes in an area of the facility only accessible by clients of the facility. As viewed on surveillance video, the client moved four (4) Pentucket boxes to the outside loading dock of the facility. Management of the storage facility as well as the Haverhill Police Department attempted to contact the client to ask him to return the missing boxes.

On February 21, 2017, the client returned intact the four (4) stolen boxes to the Haverhill Police Department. The police department returned the boxes to Pentucket Medical. The boxes were found to contain physician/clinician employment files some of which included names and social security numbers. Some patient information was also in the boxes some of which included first and last names, insurance numbers and social security numbers.

***Number of New Hampshire Residents Affected***

Pentucket Medical has written notification via U.S. Mail on April 20, 2017, to four (4) New Hampshire residents in accordance with N.H. Rev. Stat. Ann. § 359-C:20 in substantially the same form as the letter attached.

***Steps Taken to resolve the incident and Planned Remediation***

Upon learning of this incident, Pentucket Medical performed a thorough investigation. The management of the storage facility as well Haverhill Police were contacted and the suspect has returned the four (4) boxes intact. While the four (4) boxes of documents have been recovered and are currently in the possession of Pentucket Medical, we cannot be assured by the suspect that the information was not accessed. Therefore, we are offering one year of complimentary credit monitoring and identity theft protection services from Experian.



We have taken steps to reduce the risk of such events occurring in the future, including addressing the incident specifically with the individuals involved and ensuring greater oversight of transportation, retention and placement of records during the offsite storage process.

If you wish to speak to a Pentucket Medical representative regarding this incident, please contact me directly at (978)-469-5371. Pentucket Medical will make every effort to address any questions and concerns that you may have.

Sincerely,

A handwritten signature in cursive script that reads "Linda Persichetti". The signature is written in black ink and is positioned to the right of the word "Sincerely,".

Linda Persichetti, RN  
Manager of Clinical Support Systems  
Privacy Officer  
Pentucket Medical  
978-469-5371

Enclosure: Consumer Notification Letter(s)

April 20, 2017

Name  
Street Address  
City, State, zip  
Dear (insert name)

Pentucket Medical is committed to protecting the security and confidentiality of our current and previous workforce members' personal information. Regrettably, we are writing to inform you about an incident involving some of that information.

We learned on February 21, 2017 that boxes of Pentucket Medical documents stored at an offsite storage facility that were stolen by another client of the storage facility contained your personal information. The files in the boxes contained physician/clinician employment information. The information included first and last names, addresses, employment contracts, social security numbers and compensation information. The person who we believe took the boxes returned them to the police intact, and we now have the documents in our possession. We do not at this time have reason to believe that your information has been used inappropriately.

We wanted to notify you regarding this incident and assure you that we take it very seriously. To help you detect the possible misuse of your personal information, we are providing you with a complimentary one year membership in Experian's IdentityWorks monitoring product at no cost to you. This product helps detect possible misuse of your personal information and provides you with superior identity protection services focused on immediate identification and resolution of identity theft.

If you believe there was fraudulent use of your information as a result of this incident and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent. 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 from the date of the incident (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 offer 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](http://www.ExperianIDWorks.com/restoration). You will also find self-help tips and information about identity protection at this site.

While Identity Restoration assistance is immediately available to you, we also encourage you to activate the fraud detection tools available through Experian IdentityWorks<sup>SM</sup> as a complimentary one-year membership. This product provides you with superior identity detection and resolution of identity theft. To start monitoring your personal information please follow the steps below:

- Ensure that you **enroll by: 6/30/2017** (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll:  
[www.experianidworks.com/3bcreditone](http://www.experianidworks.com/3bcreditone)
- Provide your **activation code**: (insert code)

If you have questions about the product, need assistance with identity restoration that arose as a result of this incident or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at 877-890-9332 by **June 30, 2017**. Be prepared to provide engagement number (**insert number**) as proof of eligibility for the identity restoration services by Experian.

**ADDITIONAL DETAILS REGARDING YOUR 12-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:

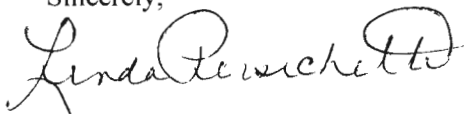
- **Experian credit report at signup:** See what information is associated with your credit file. Daily credit reports are available for online members only.\*
- **Credit Monitoring:** Actively monitors Experian, Equifax and Transunion files for indicators of fraud.
- **Identity Restoration:** Identity 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.
- **\$1 Million Identity Theft Insurance\*\*:** Provides coverage for certain costs and unauthorized electronic fund transfers.

Please note that, for security reasons, we will not call or email you requesting any personal information. If you do receive a call or email that appears to be from our organization, please use caution and do not provide personal information in response to any such calls or emails.

Pentucket Medical takes the security of your personal information very seriously. We deeply regret any concern or inconvenience this incident may cause and hope the information provided in this letter will be helpful to you. We have taken steps to reduce the risk of such events occurring in the future, including addressing the incident specifically with the individuals involved and ensuring greater oversight of transportation and placement of records during the offsite storage process.

If you wish to speak to a representative at Pentucket Medical regarding this incident, please contact me directly at (978)-469-537. We will make every effort to address any questions and concerns that you may have.

Sincerely,



Linda Persichetti, RN  
Manager of Clinical Support Systems  
Privacy Officer  
Pentucket Medical  
978-469-5371





# Pentucket Medical

## STEPS YOU CAN TAKE TO PROTECT YOUR INFORMATION

**Review Your Account Statements.** Carefully review your bank, credit card, and other account statements every month to ensure that all of your account activity is valid. Report any questionable charges promptly and in writing to the card or account issuer.

**Check Your Credit Report.** Check your credit report periodically to ensure that all your information is correct. You can obtain a free credit report once per year by visiting [www.annualcreditreport.com](http://www.annualcreditreport.com) or by calling 877-322-8228. Carefully reviewing your credit report can help you spot problems and address them quickly. If you have any questions about your credit report or notice any inaccuracies, contact the relevant consumer reporting agency promptly at the telephone number listed on the report.

**Fraud Alert.** Consider placing a fraud alert on your credit file. The fraud alert requests that creditors contact you before opening any new accounts or increasing credit limits on your existing accounts. You can place a fraud alert on your credit file by contacting one of three consumer reporting agencies listed below. You need to contact only one of the three agencies; the one you contact is required by law to contact the other two. You will receive confirmation letters in the mail and then will be able to order a credit report from each of the three agencies, free of charge. The fraud alert will remain in your credit file for at least 90 days.

Equifax  
P.O. Box 740241  
Atlanta, GA 30374  
800-525-6285  
[www.equifax.com](http://www.equifax.com)

Experian  
P.O. Box 9532  
Allen, TX 75013  
888-397-3742  
[www.experian.com](http://www.experian.com)

TransUnion  
P.O. Box 6790  
Fullerton, CA 92834  
800-680-7289  
[www.transunion.com](http://www.transunion.com)

**Security Freeze.** You may wish to place a security freeze on your credit file. A security freeze prohibits a consumer reporting agency from releasing any information from a consumer's credit report without written authorization. Please be aware, however, that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit, mortgages, employment, housing or other services.

To place a security freeze on your credit report, you must send a written request to each of the three major consumer reporting agencies by regular, certified, or overnight mail at the addresses below:

Equifax Security Freeze  
P.O. Box 105788  
Atlanta, GA 30348

Experian Security Freeze  
P.O. Box 9554  
Allen, TX 75013

TransUnion Security Freeze  
Fraud Victim Assistance  
P. O. Box 6790  
Fullerton, CA 92834

When requesting a security freeze, you will need to provide the following information: (1) your full name; (2) your Social Security number; (3) your date of birth; (4) if you have moved in the past two years, the addresses where you have lived during that period; (5) proof of your current address, such as a current utility or telephone bill; and (6) a legible copy of your government-issued identification card, such as a state driver's license, state ID card, or military ID card. If you have been a victim of identity theft, and you

provide the consumer reporting agency with a valid police report, the consumer reporting agency cannot charge you to place, lift, or remove a security freeze. In all other cases, the consumer reporting agency may charge you up to \$5.00 each to place, temporarily lift, or permanently remove a security freeze. You will need to include payment by check, money order, or major credit card. Do not send cash through the mail.

The consumer reporting agencies have three business days after receiving your request to place a security freeze on your credit report. They also must send written confirmation to you within five business days and provide you with a unique personal identification number (PIN) or password, or both, that you can use to authorize the removal or lifting of the security freeze.

To lift the security freeze in order to allow a specific entity or individual access to your credit report, you must call or send a written request to the consumer reporting agencies by mail and include proper identification (name, address, and Social Security number) and the PIN number or password provided to you when you placed the security freeze, as well as the identities of those entities or individuals you would like to receive your credit report or the specific period of time you want the credit report to be available. The consumer reporting agencies have three business days after receiving your request to lift the security freeze for those specific entities or individuals or for the specified period of time.

To remove the security freeze completely, you must send a written request to each of the three consumer reporting agencies by mail and include proper identification (name, address, and Social Security number) and the PIN number or password provided to you when you placed the security freeze. They have three business days after receiving your request to remove the security freeze.

**Consult the Federal Trade Commission.** For more guidance on steps you can take to protect your information, you also can contact the Federal Trade Commission at [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft), or at 877-ID-THEFT (877-438-4338), or at the Identity Theft Clearinghouse, Federal Trade Commission, 600 Pennsylvania Avenue NW, Washington, D.C. 20580.