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April 1, 2022

**VIA E-MAIL**

Attorney General Gordon J. MacDonald  
Office of the Attorney General  
New Hampshire Department of Justice  
33 Capitol Street  
Concord, NH 03301  
Email: attorneygeneral@doj.nh.gov

Re: Notice of Data Security Incident - Update

Dear Attorney General MacDonald:

This letter is to provide an update regarding the recent data security incident experienced by Sea Mar Community Health Centers (“Sea Mar”) described in our previous correspondence dated November 1, 2021.

As you know, beginning on October 29, 2021, Sea Mar notified certain New Hampshire residents of a data security incident that may have affected their personal or protected health information. On January 18, 2022, Sea Mar became aware of additional data that may have been involved in the incident. At that time, it began reviewing such data to identify the scope of the information involved and collecting contact information needed to provide notice to all potentially affected individuals.

Between March 23 and March 28, 2022, Sea Mar mailed notification letters to an additional four (4) New Hampshire residents whose names and Social Security numbers may have been involved in this incident. An additional nine (9) New Hampshire residents whose names and dates of birth may have been involved were notified pursuant to the Health Insurance Portability and Accountability Act of 1996.

The notification letter includes information notifying them of the incident; offering complimentary identity protection services through Kroll, a global leader in risk mitigation and response, to individuals whose Social Security numbers may have been involved; and providing additional steps they can take to protect their personal information. A copy of the sample notification letter is enclosed.

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Please contact me should you have any questions.

Very truly yours,

A handwritten signature in black ink, appearing to read 'Aubrey L. Weaver', with a stylized, cursive flourish at the end.

Aubrey L. Weaver of  
LEWIS BRISBOIS BISGAARD &  
SMITH LLP

Encl: Sample Consumer Notification Letter



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

<<first\_name>> <<middle\_name>> <<last\_name>> <<suffix>>  
<<address\_1>>  
<<address\_2>>  
<<city>>, <<state\_province>> <<postal\_code>>  
<<country>>

Re: <<b2b\_text\_1(Subject Header)>>

Dear <<first\_name>> <<middle\_name>> <<last\_name>> <<suffix>>,

I am writing to inform you of a data security incident recently discovered by Sea Mar Community Health Centers (“Sea Mar”) that may have impacted some of your personal / protected health information. Sea Mar takes the privacy and security of all patient information very seriously. This letter contains information about the recent incident, steps that you can take to help protect your information, and resources that Sea Mar is making available to assist you.

**What Happened?** On June 24, 2021, Sea Mar was informed that certain data belonging thereto may have been copied from the Sea Mar digital environment. Upon receipt of this information, Sea Mar immediately undertook efforts to secure its environment and commenced an internal investigation with the assistance of leading independent cybersecurity experts. Through the investigation, Sea Mar learned that certain data may have been copied from the Sea Mar digital environment between December 2020 and March 2021 and provided notification to individuals known to have been potentially impacted. On January 18, 2022, Sea Mar became aware of additional data that may have been copied from its digital environment and learned that such data may have contained personal / protected health information belonging to additional individuals. Sea Mar thereafter began reviewing such additional data and collecting contact information needed to provide notice to potentially affected individuals.

**What Information Was Involved?** Sea Mar determined that your <<b2b\_text\_2(data elements)>> may have been impacted in connection with this incident.

**What We Are Doing.** As soon as Sea Mar discovered this incident, Sea Mar took the steps described above. Sea Mar also began working with cybersecurity experts to identify areas in which it can further improve the security of its network to reduce the likelihood of a similar event occurring in the future. Additionally, Sea Mar reported this incident to the Federal Bureau of Investigation and will provide any cooperation necessary to hold the perpetrators of this incident accountable.

To help relieve concerns and to help protect your identity following this incident, Sea Mar has secured the services of Kroll to provide identity monitoring services at no cost to you for 12 months. Kroll is a global leader in risk mitigation and response, and the Kroll team has extensive experience helping people who have sustained an unintentional exposure of confidential data. Your services include Credit Monitoring, Web Watcher, \$1 Million Identity Fraud Loss Reimbursement, Fraud Consultation, and Identity Theft Restoration.

Visit <https://enroll.krollmonitoring.com> to activate and take advantage of your identity monitoring services.

You have until <<b2b\_text\_6(activation deadline)>> to activate your identity monitoring services.

Membership Number: <<Membership Number s\_n>>

For more information about Kroll and your Identity Monitoring services, you can visit [info.krollmonitoring.com](http://info.krollmonitoring.com).

If you prefer to activate these services offline and receive monitoring alerts via the US Postal Service, you may activate via our automated phone system by calling 1-888-653-0511, Monday through Friday, 8:00 a.m. to 5:30 p.m. Central time, excluding major U.S. holidays. Please have your membership number located in your letter ready when calling. Please note that to activate monitoring services, you will be required to provide your name, date of birth, and Social Security number through our automated phone system.

Additional information describing your services is included with this letter.

**What You Can Do.** Sea Mar encourages you to remain vigilant against incidents of identity theft and fraud, to review your account statements and explanation of benefits forms, and to monitor your free credit reports for suspicious activity and to detect errors. You can also follow the recommendations included with this letter to help protect your information.

Sea Mar also encourages you to take full advantage of the services offered to you through Kroll. Kroll representatives are available to answer questions or address concerns you may have. Kroll call center representatives are available Monday through Friday from 6:00 am – 3:30 pm Pacific Time, excluding major U.S. holidays, and can be reached by calling 1-855-651-2684.

**For More Information.** If you have questions or need assistance, please call 1-855-651-2684, Monday through Friday from 6:00 am – 3:30 pm Pacific Time, excluding major U.S. holidays. Please accept our sincere apologies and know that Sea Mar deeply regrets any worry or inconvenience that this may cause you.

Sincerely,

A handwritten signature in black ink that reads "Rogelio Riojas". The signature is written in a cursive style with a large, stylized initial "R".

Rogelio Riojas, Executive Director  
Sea Mar Community Health Centers  
1040 S. Henderson Street  
Seattle, Washington 98108

## Steps You Can Take to Help Protect Your Personal Information

**Review Your Account Statements and Notify Law Enforcement of Suspicious Activity:** As a precautionary measure, we recommend that you remain vigilant by reviewing your account statements and credit reports closely. If you detect any suspicious activity on an account, you should promptly notify the financial institution or company with which the account is maintained. You also should promptly report any fraudulent activity or any suspected incidence of identity theft to proper law enforcement authorities, your state attorney general, and/or the Federal Trade Commission (FTC).

**Copy of Credit Report:** You may obtain a free copy of your credit report from each of the three major credit reporting agencies once every 12 months by visiting <http://www.annualcreditreport.com/>, calling toll-free 1-877-322-8228, or by completing an Annual Credit Report Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348. You can print this form at [www.annualcreditreport.com/cra/requestformfinal.pdf](http://www.annualcreditreport.com/cra/requestformfinal.pdf). You also can contact one of the following three national credit reporting agencies:

### **Equifax**

P.O. Box 105851  
Atlanta, GA 30348  
1-800-525-6285  
[www.equifax.com](http://www.equifax.com)

### **Experian**

P.O. Box 9532  
Allen, TX 75013  
1-888-397-3742  
[www.experian.com](http://www.experian.com)

### **TransUnion**

P.O. Box 1000  
Chester, PA 19016  
1-800-916-8800  
[www.transunion.com](http://www.transunion.com)

**Fraud Alert:** You may want to consider placing a fraud alert on your credit report. An initial fraud alert is free and will stay on your credit file for at least one year. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any accounts in your name. To place a fraud alert on your credit report, contact any of the three credit reporting agencies identified above. Additional information is available at <http://www.annualcreditreport.com>.

**Security Freeze:** You have the right to put a security freeze on your credit file for up to one year at no cost. This will prevent new credit from being opened in your name without the use of a PIN number that is issued to you when you initiate the freeze. A security freeze is designed to prevent potential creditors from accessing your credit report without your consent. As a result, using a security freeze may interfere with or delay your ability to obtain credit. You must separately place a security freeze on your credit file with each credit reporting agency. In order to place a security freeze, you may be required to provide the consumer reporting agency with information that identifies you including your full name, Social Security Number, date of birth, current and previous addresses, a copy of your state-issued identification card, and a recent utility bill, bank statement or insurance statement.

**Additional Free Resources:** You can obtain information from the consumer reporting agencies, the FTC, or from your respective state Attorney General about fraud alerts, security freezes, and steps you can take toward preventing identity theft. You may report suspected identity theft to local law enforcement, including to the FTC or to the Attorney General in your state.

### **Federal Trade Commission**

600 Pennsylvania Ave, NW  
Washington, DC 20580  
[consumer.ftc.gov](http://consumer.ftc.gov), and  
[www.ftc.gov/idtheft](http://www.ftc.gov/idtheft)  
1-877-438-4338

### **Maryland Attorney General**

200 St. Paul Place  
Baltimore, MD 21202  
[oag.state.md.us](http://oag.state.md.us)  
1-888-743-0023

### **New York Attorney General**

Bureau of Internet and  
Technology Resources  
28 Liberty Street  
New York, NY 10005  
1-212-416-8433

### **North Carolina Attorney General**

9001 Mail Service Center  
Raleigh, NC 27699  
[ncdoj.gov](http://ncdoj.gov)  
1-877-566-7226

### **Rhode Island Attorney General**

150 South Main Street  
Providence, RI 02903  
<http://www.riag.ri.gov>  
1-401-274-4400

### **Washington D.C. Attorney General**

441 4th Street, NW  
Washington, DC 20001  
[oag.dc.gov](http://oag.dc.gov)  
1-202-727-3400

**You also have certain rights under the Fair Credit Reporting Act (FCRA):** These rights include to know what is in your file; to dispute incomplete or inaccurate information; to have consumer reporting agencies correct or delete inaccurate, incomplete, or unverifiable information; as well as other rights. For more information about the FCRA, and your rights pursuant to the FCRA, please visit [http://files.consumerfinance.gov/f/201504\\_cfpb\\_summary\\_your-rights-under-fcra.pdf](http://files.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf).



## TAKE ADVANTAGE OF YOUR IDENTITY MONITORING SERVICES

You have been provided with access to the following services from Kroll:

### **Single Bureau Credit Monitoring**

You will 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 fraud specialist, who will be able to help you determine if it is an indicator of identity theft.

### **Web Watcher**

Web Watcher monitors internet sites where criminals may buy, sell, and trade personal identity information. An alert will be generated if evidence of your personal identity information is found.

### **\$1 Million Identity Fraud Loss Reimbursement**

Reimburses you for out-of-pocket expenses totaling up to \$1 million in covered legal costs and expenses for any one stolen identity event. All coverage is subject to the conditions and exclusions in the policy.

### **Fraud Consultation**

You have unlimited access to consultation with a Kroll fraud specialist. 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 Theft Restoration**

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

Kroll's activation website is only compatible with the current version or one version earlier of Chrome, Firefox, Safari and Edge.

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.