

CIPRIANI & WERNER

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April 25, 2023

Via Email (DOJ-CPB@doj.nh.gov)

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

To Whom It May Concern:

We serve as counsel for Soliant Health, LLC (“Soliant”), located at 5550 Peachtree Parkway, Peachtree Corners, GA 30092, and provide this notification to you of a recent data security incident suffered by Soliant. By providing this notice, Soliant does not waive any rights or defenses under New Hampshire law, including the data breach notification statute.

On or about November 28, 2022, Soliant discovered that a former employee accessed certain information on its system without authorization during their term of employment. Upon discovery, Soliant immediately confirmed the former employee’s access was terminated and conducted an investigation to determine the scope of data that may have been accessed without authorization. On February 14, 2023, following a thorough investigation, Soliant confirmed that a limited amount of personal information may have been accessed in connection with this incident.

On February 14, 2023, Soliant discovered one (1) resident of New Hampshire whose

may have been impacted by this incident.

Soliant provided notice to the potentially impacted New Hampshire resident on April 25, 2023, pursuant to New Hampshire state law. A copy of the notice letter is attached hereto as **Exhibit A**, which provides details of the incident and steps that impacted individuals can take to protect their information.

Please contact me should you have any questions.

Very truly yours,



Hilary F. Higgins, Esq.
CIPRIANI & WERNER, P.C.

EXHIBIT A



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

To Enroll, Please Visit:
<https://app.idx.us/account-creation/protect>
Enrollment Code: <<XXXXXXXXXX>>

<<Date>>

Dear <<Name>>:

We are writing to inform you of a potential data event experienced by Soliant Health, LLC (“Soliant”) that may have involved some of your personal information as described below. We take the privacy and security of all information very seriously, and while we have no evidence to suggest that any information was subject to actual or attempted misuse as a result of this incident, this letter includes information about the incident and steps you can take to help protect your information.

What Happened: On or about November 28, 2022, Soliant discovered that a former employee accessed certain information on its system without authorization during their term of employment. Upon discovery, Soliant immediately confirmed the former employee’s access was terminated and conducted an investigation to determine the scope of data that may have been accessed without authorization. On February 14, 2023, following a thorough investigation, Soliant confirmed that a limited amount of personal information may have been accessed in connection with this incident.

What Information Was Involved: The types of information contained within the potentially impacted data included your first and last name, in combination with the following data element(s): [data elements believed to be at risk for impacted individuals].

What We Are Doing: Upon learning of this incident, we immediately took steps to confirm the security of our systems and undertook a thorough investigation. Out of an abundance of caution, we have arranged for you to activate, at no cost to you, an online credit monitoring service for twelve (12) months provided by IDX.

What You Can Do: We recommend that you remain vigilant against incidents of identity theft and fraud by reviewing your credit reports/account statements for suspicious activity and to detect errors. If you discover any suspicious or unusual activity on your accounts, please promptly contact the financial institution or company. Additionally, you can enroll to receive the complimentary credit monitoring services we are making available to you. You can also review the enclosed “Steps You Can Take to Help Protect Your Information” for additional resources.

For More Information: Should you have additional questions or concerns regarding this matter, please do not hesitate to contact us at 1-800-849-5502.

The security of your information is of the utmost importance to us. We stay committed to protecting your trust in us and continue to be thankful for your support.

Sincerely,

Ron Washburn
Executive Vice President

STEPS YOU CAN TAKE TO HELP PROTECT YOUR INFORMATION

Activate Identity Monitoring Services

- 1. Website and Enrollment.** Go to <https://app.idx.us/account-creation/protect> and follow the instructions for enrollment using your Enrollment Code provided at the top of the letter.
- 2. Activate the credit monitoring** provided as part of your IDX identity protection membership. The monitoring included in the membership must be activated 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, IDX will be able to assist you.
- 3. Telephone.** Contact IDX at 1-800-939-4170 to speak with knowledgeable representatives about the appropriate steps to take to protect your credit identity.

Monitor Your Accounts

We encourage you to remain vigilant against incidents of identity theft and fraud by reviewing your credit reports/account statements and explanation of benefits forms for suspicious activity and to detect errors. Under U.S. law, you are entitled to one free credit report annually from each of the three major credit reporting bureaus, TransUnion, Experian, and Equifax. To order your free credit report, visit www.annualcreditreport.com or call 1-877-322-8228. Once you receive your credit report, review it for discrepancies and identify any accounts you did not open or inquiries from creditors that you did not authorize. If you have questions or notice incorrect information, contact the credit reporting bureau.

You have the right to place an initial or extended “fraud alert” on a credit file at no cost. An initial fraud alert is a one-year alert that is placed on a consumer’s credit file. Upon seeing a fraud alert, a business is required to take steps to verify the consumer’s identity before extending new credit. If you are a victim of identity theft, you are entitled to an extended fraud alert lasting seven years. Should you wish to place a fraud alert, please contact any of the three credit reporting bureaus listed below.

As an alternative to a fraud alert, you have the right to place a “credit freeze” on a credit report, which will prohibit a credit bureau from releasing information in the credit report without your express authorization. The credit freeze is designed to prevent credit, loans, and services from being approved in your name without your consent. However, you should be aware that using a credit freeze may delay, interfere with, or prohibit the timely approval of any subsequent request or application you make regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, you cannot be charged to place or lift a credit freeze on your credit report. To request a credit freeze, you will need to provide the following information:

1. Full name (including middle initial as well as Jr., Sr., III, etc.);
2. Social Security number;
3. Date of birth;
4. Address for the prior two to five years;
5. Proof of current address, such as a current utility or telephone bill;
6. A legible photocopy of a government-issued identification card (e.g., state driver’s license or identification card); and
7. A copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft, if you are a victim of identity theft.

Should you wish to place a fraud alert or credit freeze, please contact the three major credit reporting bureaus listed below:

TransUnion 1-800-680-7289 www.transunion.com TransUnion Fraud Alert P.O. Box 2000 Chester, PA 19016-2000 TransUnion Credit Freeze P.O. Box 160 Woodlyn, PA 19094	Experian 1-888-397-3742 www.experian.com Experian Fraud Alert P.O. Box 9554 Allen, TX 75013 Experian Credit Freeze P.O. Box 9554 Allen, TX 75013	Equifax 1-888-298-0045 www.equifax.com Equifax Fraud Alert P.O. Box 105069 Atlanta, GA 30348-5069 Equifax Credit Freeze P.O. Box 105788 Atlanta, GA 30348-5788
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Additional Information

You can further educate yourself regarding identity theft, fraud alerts, credit freezes, and the steps you can take to protect your personal information by contacting the credit reporting bureaus, the Federal Trade Commission (FTC), or your state Attorney General. The FTC also encourages those who discover that their information has been misused to file a complaint with them. The FTC may be reached at 600 Pennsylvania Ave. NW, Washington, D.C. 20580; www.identitytheft.gov; 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261.

You have the right to file a police report if you ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, you will likely need to provide some proof that you have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement, your state Attorney General, and the FTC. This notice has not been delayed by law enforcement.

For New York residents, the New York Attorney General may be contacted at Office of the Attorney General, The Capitol, Albany, NY 12224-0341; 1-800-771-7755; or <https://ag.ny.gov>.