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OCT 25 2018

CONSUMER PROTECTION

October 22, 2018

Amanda N. Harvey  
214.698.8038 (direct)  
Amanda.Harvey@wilsonelser.com

**Sent Via Regular Mail**

**Attorney General Joseph A. Foster**  
Office of the Attorney General  
33 Capitol Street  
Concord, New Hampshire 03302

Re: Data Security Incident

Dear Attorney General Foster:

We represent Dr. Amy Woodruff with respect to an incident involving the potential exposure of certain personal information described in detail below.

**1. Nature of the possible security breach or unauthorized use or access**

On August 8, 2018, ransomware was discovered on a legacy server no longer in use. Dr. Woodruff immediately contacted a computer forensic expert to investigate the incident. The investigation could not confirm if any information was accessed by an unauthorized party, and it is possible that names, social security numbers, health insurance information, and dates of birth could have been impacted. Although Dr. Woodruff saw no indication of misuse, out of an abundance of caution, she provided notification.

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

Approximately one (1) New Hampshire resident was affected in this incident. Dr. Woodruff sent the potentially impacted individual a letter notifying him or her of this incident on October 5, 2018. A copy of the notification sent to the potentially impacted individual is included with this letter, which informs the New Hampshire resident about the 12 months of credit monitoring and identity theft protection services that is being offered to him or her.

**3. Steps Dr. Amy Woodruff has taken or plans to take relating to the potential incident**

Dr. Woodruff has taken steps to prevent a similar event from occurring in the future, including reviewing her information security policies and procedures, and implementing additional

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safeguards to protect against this threat by storing all data in a new secure environment.

#### **4. Other notification and contact information**

If you have any additional questions, please contact me at Amanda. Harvey@wilsonelser.com or (214) 698-8038.

Very truly yours,

**Wilson Elser Moskowitz Edelman & Dicker LLP**

*/s/ Amanda N. Harvey*

Amanda N. Harvey

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Dear <<Name1>>:

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 August 8, 2018, ransomware was discovered on a server no longer in use that contained legacy information for patients we had seen prior to 2015, including your information. We immediately contacted a computer forensic expert to investigate the incident. The investigation could not confirm if your information was accessed by an unauthorized party, and it is possible that your name, social security number, health insurance information, and date of birth could have been impacted. Although we have seen no indication of misuse, out of an abundance of caution, we wanted to make you aware of this matter and provide you with information and resources you can use to protect yourself.

**What We Are Doing:**

Because we value the safety of your information, we are offering identity theft protection services through Epiq, the data breach and recovery services expert, to provide you with TransUnion 1B Credit Monitoring/Id Theft Restoration. These services include: 12 months of credit monitoring, a \$1,000,000 insurance reimbursement policy, exclusive educational materials and fully managed identity theft recovery services. With this protection, TransUnion 1B Credit Monitoring/Id Theft Restoration will help you resolve issues if your identity is compromised.

Additionally, we have taken steps to prevent this from happening in the future, including reviewing our information security policies and procedures. We are also implementing additional safeguards to protect against this threat, storing all data in a new secure environment.

**What You Can Do:**

As a safeguard, we have arranged for you to enroll, at no cost to you, in an online credit monitoring service (*myTrueIdentity*) for one year provided by TransUnion Interactive, a subsidiary of TransUnion®, one of the three nationwide credit reporting companies.

To enroll in this service, go to the *myTrueIdentity* website at [www.mytrueidentity.com](http://www.mytrueidentity.com) and in the space referenced as "Enter Activation Code" enter the following 12-letter Activation Code <<Activation Code>> and follow the three steps to receive your credit monitoring service online within minutes.

You can sign up for the online credit monitoring service anytime between now and <<Enrollment Date>>. Due to privacy laws, we cannot register you directly. Please note that credit monitoring services might not be available for individuals who do not have a credit file with TransUnion, or an address in the United States (or its territories) and a valid Social Security number. Enrolling in this service will not affect your credit score.

Once you are enrolled, you will be able to obtain one year of unlimited access to your TransUnion credit report and credit score. The daily credit monitoring service will notify you if there are any critical changes to your credit file at TransUnion, including fraud alerts, new inquiries, new accounts, new public records, late payments, change of address and more. The service also includes access to an identity restoration program that provides assistance in the event your identity is compromised to help you restore your identity and up to \$1,000,000 in identity theft insurance with no deductible. (Policy limitations and exclusions may apply.)

If you believe you may be a victim of identity theft, please call the TransUnion Fraud Response Services toll-free hotline at **1-855-288-5422**. When prompted, enter the following 6-digit telephone pass code <<**Engagement Number**>> to speak to a TransUnion representative about your identity theft issue.

**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 below when calling or enrolling on the website, so please do not discard this letter.

**Your Enrollment Code: <<Activation Code>>**

Please call 877-299-1575, Monday through Friday between 9:00 am and 9:00 pm Eastern Time, for assistance or for any additional questions you may have.

Sincerely,



**Dr. Amy L. Woodruff, M.D.**



**Dr. Scott R. Sherron, M.D.**

### 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.

**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 from each of the three nationwide credit reporting agencies. To order your free credit report, please visit [www.annualcreditreport.com](http://www.annualcreditreport.com), or call toll-free at 1-877-322-8228. You can also order your annual free credit report by mailing a completed Annual Credit Report Request Form (available at <https://www.consumer.ftc.gov/articles/0155-free-credit-reports>) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281.

**For residents of Iowa:**

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

**For residents of Oregon:**

State laws advise you to report any suspected identity theft to law enforcement, including the Attorney General, and the Federal Trade Commission.

**For residents of Maryland, Rhode Island, 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.

<b>Maryland Office of the Attorney General</b> Consumer Protection Division 200 St. Paul Place Baltimore, MD 21202 1-888-743-0023 <a href="http://www.oag.state.md.us">www.oag.state.md.us</a>	<b>Rhode Island Office of the Attorney General</b> Consumer Protection 150 South Main Street Providence RI 02903 1-401-274-4400 <a href="http://www.riag.ri.gov">www.riag.ri.gov</a>	<b>North Carolina Office of the Attorney General</b> Consumer Protection Division 9001 Mail Service Center Raleigh, NC 27699-9001 1-877-566-7226 <a href="http://www.ncdoj.com">www.ncdoj.com</a>	<b>Federal Trade Commission</b> Consumer Response Center 600 Pennsylvania Ave, NW Washington, DC 20580 1-877-IDTHEFT (438-4338) <a href="http://www.ftc.gov/idtheft">www.ftc.gov/idtheft</a>
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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.

**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. As of September 21, 2018, initial fraud alerts last for one year. Victims of identity theft can also get an extended fraud alert for seven years. 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 make a request to each consumer reporting agency. You may make that request by certified mail, overnight mail, or regular stamped mail, or by following the instructions found at the websites listed below. The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse or a minor under the age of 16, 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. As of September 21, 2018, it is free to place, lift, or remove a freeze. You may obtain a security freeze by contacting any one or more of the following national consumer reporting agencies:

<b>Equifax Security Freeze</b> P.O. Box 105788 Atlanta, GA 30348 <a href="http://www.freeze.equifax.com">www.freeze.equifax.com</a> 800-525-6285	<b>Experian Security Freeze</b> P.O. Box 9554 Allen, TX 75013 <a href="http://www.experian.com/freeze">www.experian.com/freeze</a> 888-397-3742	<b>TransUnion (FVAD)</b> P.O. Box 2000 Chester, PA 19022 <a href="http://freeze.transunion.com">freeze.transunion.com</a> 800-680-7289
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More information can also be obtained by contacting the Federal Trade Commission listed above.