

# Verrill Dana<sup>LLP</sup>

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March 4, 2016

STATE OF NH  
DEPT OF JUSTICE  
MAR -7 AM 11:47

New Hampshire Department of Justice  
Office of Attorney General Joseph Foster  
33 Capitol Street  
Concord, NH 03301

Dear Attorney General Foster:

Pursuant to Maine law, 10 M.R.S. § 1348, I am writing to notify you of a security breach of personal information involving approximately 1,211 Maine residents. In addition, this security breach of personal information involved some residents of Florida, Massachusetts and New Hampshire.

## **NATURE OF THE SECURITY BREACH**

On February 22, 2016, cybercriminals fraudulently stole personal identification information of York Hospital employees, including names, social security numbers, addresses, and 2015 W-2 wages and financial information. The personal information that was the subject of this incident was in electronic form. There has been no compromise of patient or personal health data or information.

## **NUMBER OF MAINE RESIDENTS AFFECTED**

Personal information of approximately 1,211 Maine residents was fraudulently obtained as a result of this security breach. On February 24, 2016, York Hospital sent notice of this security breach to its employees by email pursuant to 10 M.R.S. § 1348, and again on February 25, 2016 by regular mail. Notice was also sent by email and regular mail to residents of Florida, Massachusetts and New Hampshire. Copies of the notices sent by email and regular mail are enclosed.

## **STEPS YORK HOSPITAL HAS TAKEN OR PLANS TO TAKE RELATING TO THE INCIDENT**

York Hospital immediately reported the theft to local law enforcement police and is continuing to work with the FBI investigation that is underway. York Hospital also engaged private computer forensic experts to investigate the incident.

York Hospital has also engaged legal counsel from the law firm of Verrill Dana in Portland, Maine to advise on steps York Hospital and its employees can take to protect themselves from the misuse of the personal identity information that has been stolen. York Hospital has also agreed to pay for appropriate credit protection services such as a credit freeze, credit monitoring, credit fraud alerts, and provide advice on protecting against tax fraud. York Hospital also continues to answer employee inquiries as they arise, with the counsel of its attorneys. In addition, York Hospital has engaged IT specialists and the law firm of Verrill Dana to develop and implement new safeguards in its information technology and information security systems in an effort to prevent a similar security breach from occurring again.

At this time, York Hospital does not have any evidence that the personal information that was fraudulently obtained has been used for fraudulent purposes.

#### **CONTACT INFORMATION**

The telephone number for York Hospital is (877) 363-4321.

If you have any questions or require further information, please feel free to contact me at (207) 253-4700 or [tnewman@verrilldana.com](mailto:tnewman@verrilldana.com). Thank you.

Sincerely,



Thomas C. Newman

TCN/mtp  
Enclosure



**Dear York Hospital Staff Member,**

I am sorry to report that earlier this week, on Monday February 22, cybercriminals fraudulently stole personal identification information of York Hospital employees including names, social security numbers, addresses, and 2015 W-2 wages and financial information. There has been no compromise of patient or personal health data or information.

We immediately reported the theft to local law enforcement police and are continuing to work with the FBI investigation that is underway. We also engaged private computer forensic experts to investigate the incident.

We have also engaged legal counsel from the law firm of Verrill Dana in Portland to advise on steps we and you can take to protect you from the misuse of the personal identity information that has been stolen. The Hospital *will pay for appropriate credit protection services* such as a credit freeze, credit monitoring, credit fraud alerts, and provide advice on protecting against tax fraud. As initial steps, we recommend the following:

**Credit Freeze**

We recommend that you all freeze your credit, which involves notifying each of the major credit bureaus that you wish to place a freeze on your credit file. This can usually be done on line, but in a few cases you may need to contact one or more of the credit bureaus by phone or in writing. The contact information for each of the credit bureaus is as follows:

**Experian:** Tel: 1-888-397-3742 or online at: [www.experian.com/freeze](http://www.experian.com/freeze)

**TransUnion:** Tel: 1-888-909-8872 or online at: <https://freeze.transunion.com/sf/securityFreeze/landingPage.jsp>

**Equifax:** Tel: 1-800-685-1111 or online at: [https://www.freeze.equifax.com/Freeze/jsp/SFF\\_PersonalIDInfo.jsp](https://www.freeze.equifax.com/Freeze/jsp/SFF_PersonalIDInfo.jsp)

**Innovis:** Tel: 1-800-540-2505 or online at: <https://www.innovis.com/personal/securityFreeze>

Once you complete the application process, each bureau will provide a unique personal identification number (PIN) that you can use to unfreeze or "thaw" your credit file in the event that you need to apply for new lines of credit sometime in the future. If you have to pay fees to place a freeze on any of these bureaus, York Hospital will fully reimburse you for those fees.

**Internal Revenue Service/Tax Refund Fraud**

Your stolen identity might be used to file a fraudulent tax return for a refund. We recommend that you promptly contact the IRS to alert them that your social security number has been stolen and that you therefore request a *personal security number* for filing your 2015 return. You may contact the IRS at: [www.irs.gov/Individuals/Get-An-Identity-Protection-PIN](http://www.irs.gov/Individuals/Get-An-Identity-Protection-PIN) or phone number at 1-800-908-4490 and file Form 14039. For more information, you can also visit <https://www.irs.gov/Individuals/Identity-Protection>.

You may also wish to obtain theft prevention and mitigation services from Experian or LifeLock. They can be obtained by contacting:

<http://www.experian.com/consumer-products/identity-theft-and-credit-protection.html> or  
<https://www.lifelock.com/>

York Hospital will cover the cost of these services for the next 12 months if you chose to enroll.

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York Hospital will also reimburse all staff for any fees incurred in the engagement of the above recommendations for the next 12 months.

In order to prevent this terrible situation from occurring again, we are developing and implementing new safeguards in our IT and information security systems.

You may have other questions or concerns. **Linda Dickson in Accounting (at 207-351-2380 or LDickson@yorkhospital.com) is serving as the primary contact and information resource for all.** She will have direct access to our attorneys for additional counsel.

*I am very sorry that we have been victimized by these predatory thieves. My deepest apologies to all for the anxiety, disruption, and inconvenience this crime creates for everyone. I commit to providing protection and support for everyone at York Hospital.*

With heartfelt apology,

A handwritten signature in black ink, appearing to read 'Jud Knox', written over a horizontal line.

Jud Knox, President