

[Extra 1]

Return Mail Processing
PO Box 999
Suwanee, GA 30024

128 1 38599 *****AUTO**5-DIGIT 78040

SAMPLE A. SAMPLE - L01

APT ABC



123 ANY ST

ANYTOWN, US 12345-6789



Re: Notice of Data Incident

March 29, 2023

Dear Sample A. Sample:

[Extra2] (the "Organization") places a priority on the importance of patient privacy. We write to inform you about an incident that involved some of your protected health information ("PHI").

What Happened? Adelanto HealthCare Ventures, L.L.C. ("AHCV") is a consulting company that works for one of our business associates. As part of these services, our business associate may provide AHCV with certain claim information on our patients. On November 5, 2021, AHCV became aware of suspicious activity and determined that two AHCV employee email accounts had been accessed without authorization as a result of a phishing incident. Initially, AHCV did not believe the incident involved any PHI of our Organization. It was not until August 19, 2022 that our business associate learned that certain PHI may have been involved.

Once our business associate learned of the incident, it launched an investigation into the matter and worked with AHCV to gather additional information on the incident to enable our business associate to determine whether there was a low probability that the PHI was compromised. Unfortunately, our business associate did not receive sufficient information to conduct this analysis until December 27, 2022. There is no evidence to date to suggest that the PHI was copied or misused, but our business associate notified our Organization of the incident on January 28, 2023. Once we received this notice, we worked with our business associate to take the steps needed to provide notification to individuals.

What Information Was Involved? The emails contained your full name and some or all of the following: [Extra3]. Please note the emails did not contain your Social Security number, credit card number, or other financial information.

What We Are Doing. Our Organization has confirmed that AHCV is expanding its security measures in light of the incident and assessing additional training and security reminders to its employees. Our business associate has counseled its own employees on the incident and best practices, and is determining whether additional steps are needed. While we are unaware of any actual or attempted misuse of PHI, we are offering you 12 months of identity surveillance and restoration services through Experian at no charge.

What You Can Do. Please review the enclosed Enrollment Instructions for information on how to enroll in the Experian services. While the enrollment involves no cost to you, you need to enroll by July 31, 2023 to activate the services.

More Information. Our Organization sincerely regrets any inconvenience this incident may cause you and is committed to providing quality care, including protecting your PHI, and has policies and procedures in place for protecting and safeguarding patient information. If you have additional questions, please call our dedicated assistance line at 800-910-4035 (toll-free), Monday - Friday, 9:00 a.m. to 11:00 p.m. Eastern Time, and Saturday - Sunday, 11:00 a.m. to 8:00 p.m. Eastern Time (excluding major US holidays).

Sincerely,

[Extra 4]

[Extra5]

[Extra6]

Enrollment Instructions

We are providing you with a 12-month membership of Experian's IdentityWorks. A credit card is not required for enrollment in the identity monitoring services. To enroll, at no cost to you:

1. Visit the Experian IdentityWorks website to enroll at: <https://www.experianidworks.com/identity>
2. Provide your activation code: **ABCDEFGHI**
3. Ensure that you enroll by: July 31, 2023 (Your code will not work after this date.)

With Experian IdentityWorks, you can contact Experian immediately regarding any fraud issues, and have access to the following features once you enroll:

- **Internet Surveillance:** Technology searches the web, chat rooms & bulletin boards 24/7 to identify trading or selling of your personal information on the Dark Web.
- **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

If you have questions about the product, need assistance with identity restoration or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at **800-910-4035** by July 31, 2023. Be prepared to provide engagement number **B087602** as proof of eligibility for the identity restoration services by Experian. The Terms and Conditions for this offer are located at www.ExperianIDWorks.com/restoration. You will also find self-help tips and information about identity protection at this site.

** The Identity Theft Insurance is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.