




PO Box 480149  
Niles, IL 60714

<<FirstName>> <<LastName>>  
<<Address1>>  
<<Address2>>  
<<City>>, <<State>> <<Zip>>

Enrollment Code: <<XXXXXXXX>>

To Enroll, Scan the QR Code Below:





Or Visit:  
<https://app.idx.us/account-creation/protect>

August 15, 2024

**Re: Notice of Data <<Variable Text 1: Security Incident / Breach>>**

Dear <<FirstName>> <<LastName>>:

Specialty Networks, Inc. (“Specialty Networks”) is writing to inform you of a data security incident that may have affected your personal and/or protected health information. Specialty Networks provides radiology information systems, digital transcription services, and Enterprise Practice Management solutions for medical facilities, including <<Variable Text 2: Covered Entity>>. At Specialty Networks, we take the privacy and security of all patient information within our possession very seriously. That is why we are notifying you of the incident, providing you with steps you can take to help protect your personal information, and offering you the opportunity to enroll in complimentary credit monitoring and identity protection services.

**What Happened.** On December 18, 2023, Specialty Networks became aware of unusual activity in our network. Upon discovering this activity, we immediately took steps to secure the network and engaged a digital forensics and incident response firm to conduct an investigation to determine what happened and whether any data within our environment may have been impacted. The investigation revealed that on or around December 11, 2023, an unauthorized actor acquired certain data stored within our systems. Specialty Networks then undertook a comprehensive review of the potentially impacted data and, on May 31, 2024, determined that your personal and/or protected health information may have been involved. We then worked to verify the affected information and mailing addresses for impacted individuals to ensure we had the most up to date contact information. On June 12, 2024, Specialty Networks notified << Variable Text 2: Covered Entity>> regarding this incident. On << Variable Text 3: Date>>, << Variable Text 2: Covered Entity>> directed us to provide you with notice of this incident.

**What Information Was Involved.** Your personal and protected health information that may have been involved in the incident included: name, date of birth, driver’s license number, Social Security number, medical record number, treatment and condition information, diagnoses, medications, and health insurance information.

**What We Are Doing.** As soon as Specialty Networks discovered the incident, we took the steps described above and implemented additional measures to enhance our network security and minimize the risk of a similar incident occurring in the future. Specialty Networks also reported the incident to the Federal Bureau of Investigation and will cooperate with any resulting investigation to hold the perpetrator(s) accountable.

Additionally, to help relieve concerns and to help protect your identity following this incident, Specialty Networks is offering you <<12 / 24>> months of complimentary credit monitoring and identity monitoring services through IDX, a global leader in risk mitigation and response. Your services include credit and CyberScan dark web monitoring, a

\$1,000,000 insurance reimbursement policy, and fully managed identity theft recovery services. With this protection, IDX will help you resolve issues if your identity is compromised.

**What You Can Do.** We recommend that you activate your complimentary IDX services by calling (888) 678-3575 or going to <https://app.idx.us/account-creation/protect> or scanning the QR code and using the enrollment code provided above. Please note the deadline to activate these complimentary services is November 15, 2024. We also recommend that you review the guidance included with this letter about steps you can take to protect your information.

**For More Information.** IDX representatives are available for 90 days from the date of this letter to assist you with questions regarding the incident, between the hours of 8:00 a.m. to 8:00 p.m. Central Time, Monday through Friday, excluding major U.S. holidays. Please call (888) 678-3575 and supply the specialist with your unique code listed above.

We take your trust in us and this matter very seriously. Please accept our sincere apologies for any worry or inconvenience this may cause.

Sincerely,

Specialty Networks, Inc.  
1301 McCallie Ave  
Chattanooga, TN 37404

## STEPS YOU CAN TAKE TO HELP PROTECT YOUR 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 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  
<https://www.marylandattorneygeneral.gov/>  
1-888-743-0023

**New York Attorney General**

Bureau of Internet and Technology  
Resources  
28 Liberty Street  
New York, NY 10005  
<https://ag.ny.gov/>  
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 <https://www.consumer.ftc.gov/articles/pdf-0096-fair-credit-reporting-act.pdf>.