

June 24, 2022

We are sending you this letter as part of our commitment to patient privacy at Western Colorado Compounding Pharmacy (WCCP). We wanted to make you aware of a potential privacy issue affecting your patient data and resources we are making available to assist you and answer any questions you may have.

### **What Happened?**

We recently learned that an unidentified individual or group gained unauthorized access to our company's network servers on or around May 9<sup>th</sup>, 2022, for a period of time totaling less than 12 hours. Using stolen credentials or another illegal method, we believe these actors may have further accessed and/or exfiltrated potential protected health information stored on one of those servers. We learned of the intrusion on May 9<sup>th</sup> and immediately took steps to secure our network, report the incident to law enforcement (because we believe this was criminal activity), and engaged an international cyber forensics firm to assist with remediation and our investigation.

On approximately May 13, 2022, we learned that certain segments of our server data may have been compromised. While we have no indications of any misuse of any of your personal information, we are continuing to investigate the incident and wanted to provide you with this notice because access to or acquisition of your information could not be definitely ruled out and your information may have been affected.

### **What Information Was Involved?**

This data may have contained personal data we maintained about you, and specifically personal health information. The information affected varies by individual, but for most individuals affected the information that may have been compromised includes full name, date of birth, home address, and information pertaining to health conditions and in some cases, treatment recommendations.

To our knowledge, there has been no misuse of any information as a result of the incident, and we are taking a number of precautionary measures to enhance the security of all of our patient health information. While it is impossible to guarantee that something like this could never happen in the future, we are doing everything that we can.

### **What Is WCCP Doing to Address This Situation?**

WCCP has made immediate enhancements to our systems, security and practices. Additionally, we have engaged appropriate experts to assist us in conducting a full review of our security practices and systems to ensure that enhanced security protocols are in place going forward. We are committed to helping every patient who may have been impacted by this unfortunate situation. Our team has spent countless hours working to assess the impact of this event and to ensure that we've done everything in our power to minimize its impact on our patients.

Out of an abundance of caution, we are offering you access to services provided by Cyberscout, a TransUnion company specializing in fraud assistance and remediation services, on their Identity Force platform. These services include **Single**

**Bureau Credit Monitoring, Single Bureau Credit Report, and Single Bureau Credit Score** services at no charge for twelve months from the date of enrollment.

After completing the enrollment process, you will have access to the following features:

- Access to a credit report with credit score. A credit report is a snapshot of a consumer's financial history and primary tool leveraged for determining credit-related identity theft or fraud.
- Credit monitoring alerts with email notifications to key changes on a consumer's credit file. In today's virtual world, credit alerts are a powerful tool to protect against identity theft, enable quick action against potentially fraudulent activity, and provide overall confidence to potentially impacted consumers.
- Identity theft insurance of up to \$1,000,000 in coverage to protect against potential damages related to identity theft and fraud.

Representatives are available for 90 days from the date of this letter, to assist you with questions regarding this incident, between the hours of 8:00 am to 8:00 pm Eastern time, Monday through Friday. Please call the help line 1-800-405-6108 and supply the fraud specialist with your unique code listed below. To extend these services, enrollment in the monitoring services described below is required.

### **How Do I Enroll in the Services?**

To enroll in the offered services at no charge, please log on to <https://secure.identityforce.com/benefit/gjcompounding> and follow the instructions provided. When prompted please provide the following unique code to receive services: **G9DCK27ZZG**

**You must have an e-mail account and internet access to enroll and this service may not be available to minors under the age of 18 years of age.** When signing up, you may be asked to verify personal information for your own protection to confirm your identity. **Note:** You must enroll within **90 days** from the date of this letter.

### **What Do I Do for More Information or if I Still Have Questions?**

In addition, we urge you to see the attachment, "What else can I do to protect my identity" for more tips on how to protect your identity. We also remind you to remain vigilant for incidents of fraud and identity theft.

In addition, for more information about the incident or if you have more questions, please call 1-800-405-6108 from 8:00 am to 8:00 pm Eastern time, Monday through Friday, excluding holidays. Representatives are available for 90 days.

At WCCP, we take our responsibilities to protect your health, and all personal health information we maintain, very seriously. We value our relationship with you and are committed to protecting the security and privacy of the information you entrust to us. We value our relationship with you and are available to discuss this matter with you and answer your questions.

Sincerely,

Dr. Eric Frazer, Pharm.D  
Owner, WCCP  
2478 Patterson Rd #23  
Grand Junction, CO 81505

### **What Can I Do on My Own?**

We recommend you consider taking additional steps to protect yourself from potential harms from information theft, including the following:

**If you choose to place a fraud alert on your own, you will need to contact one of the three major credit agencies directly at:**

**Experian (1-888-397-3742)**  
**P.O. Box 4500**  
**Allen, TX 75013**  
[www.experian.com](http://www.experian.com)

**Equifax (1-800-525-6285)**  
**P.O. Box 740241**  
**Atlanta, GA 30374**  
[www.equifax.com](http://www.equifax.com)

**TransUnion (1-800-680-7289)**  
**P.O. Box 2000**  
**Chester, PA 19016**  
[www.transunion.com](http://www.transunion.com)

**Also, should you wish to obtain a credit report and monitor it on your own:**

- You may wish to obtain free copies of your credit report and monitor them upon receipt for any suspicious activity. You can obtain your free copies by going to the following website: [www.annualcreditreport.com](http://www.annualcreditreport.com) or by calling them toll-free at 1-877-322-8228. (Hearing impaired consumers can access their TDD service at 1-877-730-4204.
- **Upon receipt of your credit report**, we recommend that you review it carefully for any suspicious activity.
- Be sure to promptly report any suspicious activity to your banks and/or financial institutions.

You can also obtain more information from the Federal Trade Commission (FTC) about identity theft and ways to protect yourself. The FTC has an identity theft hotline: 1-877-438-4338; TTY: 1-866-653-4261. They also provide information on-line at [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft). You should report any suspected identity theft to law enforcement, including the Attorney General of your state and the FTC.