


**Northern Light
Health**
Return Mail Processing
PO Box 589
Claysburg, PA 16625-0589

September 14, 2020

F7803-L01-0000001 T00001 *****OEL LINE
SAMPLE A SAMPLE - L01 NLH - NOTIFICATION LETTER
APT #123
123 ANY ST
ANYTOWN, US 12345-6789



Dear Sample A Sample:

Northern Light Health writes to inform you of a recent incident that may affect the privacy of some of your health information. On Thursday, July 16, 2020, Northern Light Health received notification of a cyber incident from one of our third-party vendors, Blackbaud, Inc. (“Blackbaud”). Blackbaud is a cloud computing provider that offers customer relationship management and financial services tools to numerous philanthropical organizations in various industries, including healthcare. Northern Light Health, along with many other organizations around the world with charitable missions, was among the victims of this Blackbaud cyber incident. Upon receiving notice of the cyber incident, we immediately commenced an investigation to better understand the nature and scope of the incident and any impact on Northern Light Health data. This notice provides information about the Blackbaud incident, our response, and resources available to you to help protect your information from possible misuse, should you feel it necessary to do so.

What Happened? Blackbaud reported that in May 2020, it experienced a ransomware attack during which certain information it maintained for its customers was taken “hostage” by a cybercriminal. Blackbaud reported the incident to law enforcement and worked with forensic consultants to investigate. Following its investigation, Blackbaud notified its customers that a cybercriminal may have accessed or acquired certain Blackbaud customer data before Blackbaud locked the unknown actor out of the environment on May 20, 2020. Upon learning of the Blackbaud incident, Northern Light Health immediately began to determine what, if any, sensitive Northern Light Health data was potentially involved. This investigation included working diligently to gather further information from Blackbaud to understand the scope of the incident. On July 30, 2020, Northern Light Health received further information from Blackbaud that allowed us to determine that the information affected included some limited protected health information.

What Information Was Involved? Our investigation determined that the impacted Blackbaud systems contained your name, address, phone number, email address, date of birth, gender, the Northern Light Hospital(s) (and possibly the department(s)) where you have received medical care, and the associated date(s) of service.

What Information Was NOT Involved? No credit card information or bank account information was accessed by the cybercriminal. No Acadia Hospital information was involved in this incident.

What Has Blackbaud Done? Blackbaud reported that it paid the “ransom” demanded by the cybercriminal. According to Blackbaud, upon receipt of this payment this criminal stated that they deleted the copy of the data the criminal removed. Further, Blackbaud has hired an Internet expert that will continuously monitor online activity for the presence of any of the ransomed information.

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What We Are Doing. The confidentiality, privacy, and security of your information is among our highest priorities, and we take this incident very seriously. As part of our ongoing commitment to the security of your information, we are working to review our existing policies and procedures regarding our third-party vendors and are working with Blackbaud to evaluate additional measures and safeguards to protect against this type of incident in the future. We also provided the legally required notification of this incident to the United States Department of Health and Human Services.

What You Can Do. We recommend you remain vigilant for attempts to obtain sensitive information from you using social engineering. This is when someone requests you provide sensitive information such as bank account information or Social Security number by using information about your recent medical visit in an attempt to show the request is legitimate. We also encourage you to review the enclosed *Steps You Can Take to Help Protect Your Information*. There you will find general information on what you can do to help protect your personal information.

We understand that you may have questions about the Blackbaud incident that are not addressed in this letter. If you have additional questions, please call our dedicated assistance line at (877) 339-1548 between the hours of 9 am to 11 pm ET Monday - Friday and 11 am to 8 pm ET Saturday - Sunday and be prepared to reference Engagement Number DB21847. You may also write to Northern Light Health at 43 Whiting Hill Road Suite 500, Brewer, Maine 04412.

We regret the inconvenience or concern this incident may have caused.

Sincerely,

A handwritten signature in cursive script, appearing to read "Matthew Weed", written in dark ink.

Matthew Weed
Senior Vice President & Chief Strategy Officer

STEPS YOU CAN TAKE TO HELP PROTECT YOUR INFORMATION

Monitor Accounts

In general, we encourage you to remain vigilant against incidents of identity theft and fraud, to review your account statements, and to monitor your credit reports for suspicious activity. Under U.S. law you are entitled to one free credit report annually from each of the three major credit reporting bureaus. To order your free credit report, visit www.annualcreditreport.com or call, toll-free, 1-877-322-8228. You may also contact the three major credit bureaus directly to request a free copy of your credit report.

You have the right to place a “security freeze” on your credit report, which will prohibit a consumer reporting agency from releasing information in your credit report without your express authorization. The security freeze is designed to prevent credit, loans, and services from being approved in your name without your consent. However, you should be aware that using a security freeze to take control over who gets access to the personal and financial information in your credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application you make regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, you cannot be charged to place or lift a security freeze on your credit report. Should you wish to place a security freeze, please contact the major consumer reporting agencies listed below:

Experian

P.O. Box 9554
Allen, TX 75013
1-888-397-3742
www.experian.com/freeze/center.html

TransUnion

P.O. Box 160
Woodlyn, PA 19094
1-888-909-8872
www.transunion.com/credit-freeze

Equifax

P.O. Box 105788
Atlanta, GA 30348-5788
1-800-685-1111
www.equifax.com/personal/credit-report-services

In order to request a security freeze, you will need to provide the following information:

1. Your full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security number;
3. Date of birth;
4. If you have moved in the past five (5) years, provide the addresses where you have lived over the prior five years;
5. Proof of current address, such as a current utility bill or telephone bill;
6. A legible photocopy of a government-issued identification card (state driver's license or ID card, military identification, etc.);
7. If you are a victim of identity theft, include a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft.

As an alternative to a security freeze, you have the right to place an initial or extended “fraud alert” on your file at no cost. An initial fraud alert is a 1-year alert that is placed on a consumer's credit file. Upon seeing a fraud alert display on a consumer's credit file, a business is required to take steps to verify the consumer's identity before extending new credit. If you are a victim of identity theft, you are entitled to an extended fraud alert, which is a fraud alert lasting seven years. Should you wish to place a fraud alert, please contact any one of the agencies listed below:

Experian

P.O. Box 9554
Allen, TX 75013
1-888-397-3742
www.experian.com/fraud/center.html

TransUnion

P.O. Box 2000
Chester, PA 19016
1-800-680-7289
www.transunion.com/fraud-victim-resource/place-fraud-alert

Equifax

P.O. Box 105069
Atlanta, GA 30348
1-888-766-0008
www.equifax.com/personal/credit-report-services



Additional Information

You can further educate yourself regarding identity theft, fraud alerts, security freezes, and the steps you can take to protect yourself by contacting the consumer reporting agencies, the Federal Trade Commission, or your state Attorney General.

The Federal Trade Commission can be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580, www.identitytheft.gov, 1-877-ID-THEFT (1-877-438-4338); TTY: 1-866-653-4261. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. You can obtain further information on how to file such a complaint by way of the contact information listed above. You have the right to file a police report if you ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, you will likely need to provide some proof that you have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement and your state Attorney General.

For Rhode Island Residents: The Rhode Island Attorney General can be reached at: 150 South Main Street, Providence, Rhode Island 02903; www.riag.ri.gov; 1-401-274-4400. Under Rhode Island law, you have the right to obtain any police report filed in regard to this incident. There are 487 Rhode Island residents impacted by this incident.