

RiverMend Health, LLC  
2300 Windy Ridge Parkway, Suite 210S  
Atlanta, GA 30339

October 9, 2017

Name  
Address  
City State Zip

**Re: Notice of Data Breach**

Dear [Recipient Name]:

RiverMend Health, LLC ("RiverMend"), is writing to inform you of a recent incident that may impact the security of your personal information. We wanted to provide you with notice of this incident, our response, and steps you can take to better protect against fraud, should you feel it necessary to do so.

**What Happened?** On August 10, 2017, RiverMend identified suspicious emails being sent from an employee's account. We launched an investigation and determined that an unauthorized individual had gained access to the employee's email account beginning on or about July 27, 2017, and continuing until August 11, 2017. We have been diligently working to determine the full nature and scope of this event, and we have retained the services of a leading forensic investigation firm to assist with these efforts.

**What Information Was Involved?** Our investigation has determined that an email or attachment containing certain personal information related to you was acquired by the unauthorized actor. This information may have included the following: name, address, age or date of birth, RiverMend facility, referral source, services rendered, and diagnostic, demographic, insurance, and/or billing information. While our investigation is ongoing, we currently have no evidence that your information was misused or specifically targeted.

**What We Are Doing.** The confidentiality, privacy, and security of information in our care is one of our highest priorities. RiverMend has a number of security measures in place to protect the information in our possession. As part of our ongoing commitment to the security of personal information in our care, we are working to implement additional safeguards to protect the security of your information.

**What You Can Do.** You can review the enclosed "Steps You Can Take to Prevent Identity Theft and Fraud".

**For More Information.** We understand that you may have questions about this incident that are not addressed in this letter. If you have additional questions, please contact RiverMend at 855-248-3643, Monday through Friday, 8:00 a.m. to 8:00 p.m. EDT.

Again, RiverMend takes the privacy and security of the personal information in our care seriously. We sincerely regret any inconvenience or concern this incident has caused you.

Sincerely,

*Elizabeth A. Edelman*

Elizabeth A. Edelman  
Chief Compliance Officer

## **STEPS YOU CAN TAKE TO PREVENT IDENTITY THEFT AND FRAUD**

While we continue to investigate, you may take direct action to further protect against possible identity theft or financial loss.

### **Monitor Your Accounts**

**Credit Reports.** We encourage you to remain vigilant against incidents of identity theft and fraud by reviewing applicable account statements and monitoring your credit reports (should they maintain credit files) and explanation of benefits forms for suspicious activity. Under U.S. law, adults are entitled to one free credit report annually from each of the three major credit reporting bureaus. To order a free credit report, visit [www.annualcreditreport.com](http://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 a credit report.

**Fraud Alerts.** At no charge, you can also have these credit bureaus place a “fraud alert” on your son or daughter’s file (should such credit file exist) that alerts creditors to take additional steps to verify identity prior to granting credit in your name. Note, however, that because it tells creditors to follow certain procedures to protect you, it may also delay in the ability to obtain credit while the agency verifies your identity. As soon as one credit bureau confirms your fraud alert, the others are notified to place fraud alerts on your file. Should you wish to place a fraud alert, or should you have any questions regarding your credit report, please contact any one of the agencies listed below.

Equifax  
P.O. Box 105069  
Atlanta, GA 30348  
800-525-6285  
[www.equifax.com](http://www.equifax.com)

Experian  
P.O. Box 2002  
Allen, TX 75013  
888-397-3742  
[www.experian.com](http://www.experian.com)

TransUnion  
P.O. Box 2000  
Chester, PA 19106  
800-680-7289  
[www.transunion.com](http://www.transunion.com)

**Security Freeze.** You may also place a security freeze on your credit file (should such files exist). A security freeze prohibits a credit bureau from releasing any information from a consumer’s credit report without the consumer’s written authorization. However, please be advised that placing a security freeze on a credit report may delay, interfere with, or prevent the timely approval of any requests you may make for new loans, credit mortgages, employment, housing, or other services. If you have been a victim of identity theft and you provide the credit bureau with a valid police report, it cannot charge you to place, lift, or remove a security freeze. In all other cases, a credit bureau may charge you a fee to place, temporarily lift, or permanently remove a security freeze. Fees vary based on where you live, but commonly range from \$3 to \$15. You will need to place a security freeze separately with each of the three major credit bureaus listed above if you wish to place a freeze on all of your credit files. In order to request a security freeze, you will need to supply your full name, address, date of birth, Social Security number, current address, all addresses for up to five previous years, email address, a copy of your state identification card or driver’s license, and a copy of a utility bill, bank or insurance statement, or other statement proving residence. To find out more on how to place a security freeze, you can use the following contact information:

Equifax Security Freeze  
P.O. Box 105788  
Atlanta, GA 30348  
1-800-685-1111  
[www.freeze.equifax.com](http://www.freeze.equifax.com)

Experian Security Freeze  
P.O. Box 9554  
Allen, TX 75013  
1-888-397-3742  
[www.experian.com/freeze/](http://www.experian.com/freeze/)

TransUnion  
P.O. Box 2000  
Chester, PA 19016  
1-888-909-8872  
[www.transunion.com/](http://www.transunion.com/)

**Additional Information.** You can further educate yourself regarding identity theft, security freezes, fraud alerts, and the steps you can take to protect yourself against identity theft and fraud by contacting 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](http://www.identitytheft.gov); 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261. The Federal Trade Commission encourages those who discover that their information has been misused to file a complaint with them. **For North Carolina residents**, the North Carolina Attorney General can be contacted by mail at 9001 Mail Service Center, Raleigh, NC 27699-9001; toll-free at 1-877-566-7226; by phone at 1-919-716-6400; and online at [www.ncdoj.gov](http://www.ncdoj.gov). Instances of known or suspected identity theft should be reported to law enforcement, the Federal Trade Commission, and your state Attorney General. This notice has not been delayed as the result of a law enforcement investigation.

RiverMend Health, LLC  
2300 Windy Ridge Parkway, Suite 210S  
Atlanta, GA 30339

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Name  
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**Re: Notice of Data Breach**

To the Personal Representative of [Recipient Name]:

RiverMend Health, LLC (“RiverMend”), is writing to inform you of a recent incident that may impact the security of your minor’s personal information. We wanted to provide you with notice of this incident, our response, and steps you can take to better protect your loved one against fraud, should you feel it necessary to do so.

**What Happened?** On August 10, 2017, RiverMend identified suspicious emails being sent from an employee’s account. We launched an investigation and determined that an unauthorized individual had gained access to the employee’s email account beginning on or about July 27, 2017, and continuing until August 11, 2017. We have been diligently working to determine the full nature and scope of this event, and we have retained the services of a leading forensic investigation firm to assist with these efforts.

**What Information Was Involved?** Our investigation has determined that an email or attachment containing certain personal information related to your loved one was acquired by the unauthorized actor. This information may have included the following: name, address, age or date of birth, RiverMend facility, referral source, services rendered, and diagnostic, demographic, insurance, and/or billing information. While our investigation is ongoing, we currently have no evidence that your loved one’s information was misused or specifically targeted.

**What We Are Doing.** The confidentiality, privacy, and security of information in our care is one of our highest priorities. RiverMend has a number of security measures in place to protect the information in our possession. As part of our ongoing commitment to the security of personal information in our care, we are working to implement additional safeguards to protect the security of your information.

**What You Can Do.** You can review the enclosed “Steps You Can Take to Prevent Identity Theft and Fraud”.

**For More Information.** We understand that you may have questions about this incident that are not addressed in this letter. If you have additional questions, please RiverMend at 855-248-3643, Monday through Friday, 8:00 a.m. to 8:00 p.m. EDT.

Again, RiverMend takes the privacy and security of the personal information in our care seriously. We sincerely regret any inconvenience or concern this incident has caused you or your family.

Sincerely,

*Elizabeth A. Edelman*

Elizabeth A. Edelman  
Chief Compliance Officer

## **STEPS YOU CAN TAKE TO PREVENT IDENTITY THEFT AND FRAUD**

While we continue to investigate, you may take direct action to further protect your loved one against possible identity theft or financial loss.

### **Monitor Your Accounts**

**Credit Reports.** We encourage you to remain vigilant against incidents of identity theft and fraud by reviewing applicable account statements and monitoring your loved one's credit reports (should they maintain credit files) and explanation of benefits forms for suspicious activity. Under U.S. law, adults are entitled to one free credit report annually from each of the three major credit reporting bureaus. To order a free credit report, visit [www.annualcreditreport.com](http://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 a credit report.

**Fraud Alerts.** At no charge, you can also have these credit bureaus place a "fraud alert" on your loved one's file (should such credit file exist) that alerts creditors to take additional steps to verify identity prior to granting credit in your loved one's name. Note, however, that because it tells creditors to follow certain procedures to protect your loved one, it may also delay in the ability to obtain credit while the agency verifies their identity. As soon as one credit bureau confirms a fraud alert, the others are notified to place fraud alerts on the file. Should you wish to place a fraud alert, or should you have any questions regarding your loved one's credit report, please contact any one of the agencies listed below.

Equifax  
P.O. Box 105069  
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[www.equifax.com](http://www.equifax.com)

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Chester, PA 19106  
800-680-7289  
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P.O. Box 105788  
Atlanta, GA 30348  
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[www.freeze.equifax.com](http://www.freeze.equifax.com)

Experian Security Freeze  
P.O. Box 9554  
Allen, TX 75013  
1-888-397-3742  
[www.experian.com/freeze/](http://www.experian.com/freeze/)

TransUnion  
P.O. Box 2000  
Chester, PA 19016  
1-888-909-8872  
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