



Arkansas Otolaryngology Center
Ear | Nose | Throat

C/O IDX
P.O. Box 1907
Suwanee, GA 30024

To Enroll, Please Call:

833-752-0866

Or Visit:

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

Enrollment Code: [XXXXXXXX]

<<First Name>> <<Last Name>>
<<Address1>> <<Address2>>
<<City>>, <<State>> <<Zip>>

October 19, 2020

Dear <<First Name>> <<Last Name>>,

Arkansas Otolaryngology Center (“AOC”) is writing to notify you of an incident that may affect the security of some of your personal information. While we are unaware of any actual or attempted misuse of your information, we take this incident very seriously. This letter provides details of the incident and the resources available to you to help protect your information from possible misuse, should you feel it is appropriate to do so.

What Happened? On or around July 17, 2020, AOC became aware of suspicious activity relating to an employee email account that was sending unauthorized messages. We immediately launched an investigation to determine what may have happened. Working together with an outside computer forensics firm, our investigation determined that an unauthorized individual accessed four employee email accounts between July 17, 2020 and July 27, 2020. Because we were unable to determine which email messages in the accounts may have been viewed by the unauthorized actor, we reviewed the entire contents of the affected email accounts to identify what personal information was accessible to the unauthorized actor. On September 21, 2020, we identified the individuals potentially impacted by this incident after a thorough manual review of the impacted email accounts. Once we identified the individuals who were potentially impacted, AOC worked to confirm current mailing addresses for the impacted individuals and prepare an accurate written notice of this incident.

What Information Was Affected? Although we cannot confirm whether your personal information was actually accessed, viewed, or acquired without permission, we are providing you this notification out of an abundance of caution, because such activity cannot be ruled out. The following types of your information were located in an email or attachment that may have been accessed or acquired by an unauthorized actor: your name and <<Data Elements>>.

What Are We Doing? Information privacy and security are among our highest priorities. AOC has strict security measures to protect the information in our possession. Upon learning of this incident, we changed all employee email account passwords and took steps to secure the impacted accounts. We are currently implementing additional technical safeguards as well as training and education for employees to prevent similar future incidents.

What Can You Do? Although we are unaware of any fraudulent misuse of your information, we have arranged to have IDX provide complimentary credit monitoring to you for <<12/24>> months as an added precaution. Please review the instructions contained in the enclosed “Steps You Can Take to Protect Your Information” to enroll in and receive these services. AOC will cover the cost of this service; however, you will need to enroll yourself in the credit monitoring service.

For More Information: We recognize that you may have questions not addressed in this letter. If you have additional questions, please contact our dedicated assistance line at 833-752-0866, Monday through Friday, 8:00 a.m. to 8:00 p.m. Central Time. You may also write to us at 10201 Kanis Road, Little Rock, AR 72205.

We sincerely regret any inconvenience this incident may cause you. AOC remains committed to safeguarding the information in our care and we will continue to take steps to ensure the security of our systems.

Sincerely,



Mitchell Bolding
Chief Administrative Officer, Arkansas Otolaryngology Center

Steps You Can Take to Protect Your Information

Enroll in IDX identity protection services.

Go to <https://app.idx.us/account-creation/protect> and follow the instructions for enrollment using your Enrollment Code provided at the top of the letter, or call IDX at 833-752-0866 to gain additional information about this event and speak with knowledgeable representatives about the appropriate steps to take to protect your credit identity.

IDX identity protection services will include 1-year enrollments into the following service components:

CREDIT MONITORING (adults*) - Monitoring of credit bureau(s) for changes to the member's credit file such as new credit inquires, new accounts opened, delinquent payments, improvements in the member's credit report, bankruptcies, court judgments and tax liens, new addresses, new employers, and other activities that affect the member's credit record.

CYBERSCANTM - Dark Web monitoring of underground websites, chat rooms, and malware, 24/7, to identify trading or selling of personal information like SSNs, bank accounts, email addresses, medical ID numbers, driver's license numbers, passport numbers, credit and debit cards, phone numbers, and other unique identifiers.

IDENTITY THEFT INSURANCE - Identity theft insurance will reimburse members for expenses associated with restoring their identity should they become a victim of identity theft. If a member's identity is compromised, the policy provides coverage for up to \$1,000,000, with no deductible, from an A.M. Best "A-rated" carrier. Coverage is subject to the terms, limits, and/or exclusions of the policy.

FULLY-MANAGED IDENTITY RECOVERY - IDX's fully-managed recovery service provides restoration for identity theft issues such as (but not limited to): account creation, criminal identity theft, medical identity theft, account takeover, rental application, tax fraud, benefits fraud, and utility creation. This service includes a complete triage process for affected individuals who report suspicious activity, a personally assigned IDCare Specialist to fully manage restoration of each case, and expert guidance for those with questions about identity theft and protective measures.

Monitor Your Accounts.

To protect against the possibility of identity theft or other financial loss, we encourage you to remain vigilant, to review your financial and other account statements, and to monitor your credit reports for suspicious activity.

We recommend that you regularly review any Explanation of Benefits statements that you receive from your insurer. If you see any service that you believe you did not receive, please contact your insurer at the number on your statement. If you do not receive regular Explanation of Benefits statements, you can contact your insurer and request that they send such statements following the provision of services in your name or number.

Credit Reports. 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.

Security Freeze. 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:

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| Experian PO Box 9554 Allen, TX 75013 1-888-397-3742 www.experian.com/freeze/center.html | TransUnion P.O. Box 2000 Chester, PA 19016 1-888-909-8872 www.transunion.com/credit-freeze | Equifax PO Box 105788 Atlanta, GA 30348 1-800-685-1111 www.equifax.com/personal/credit-report-services |
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If you request a security freeze with the above consumer reporting agencies, you may 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; and
6. A legible photocopy of a government issued identification card (state driver's license or ID card, military information, etc.)

To remove the security freeze, you must send a written request to each of the three credit bureaus by mail and include proper identification (name, address, and social security number) and the PIN number or password provided to you when you placed the security freeze. The credit bureaus have three (3) business days after receiving your request to remove the security freeze.

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:

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| Experian P.O. Box 2002 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 |
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Additional Information. You can further educate yourself regarding identity theft, and the steps you can take to protect yourself, by contacting your state Attorney General or the Federal Trade Commission. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. The Federal Trade Commission can be reached at: 600 Pennsylvania Avenue, NW, Washington, DC 20580; www.ftc.gov/idtheft; 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261. Instances of known or suspected identity theft should be reported to law enforcement, your Attorney General, and the FTC. You can also further educate yourself about placing a fraud alert or security freeze on your credit file by contacting the FTC or your state's Attorney General.