



C/O IDX  
PO Box 4129  
Everett WA 98204

ENDORSE



NAME

ADDRESS1

ADDRESS2

CSZ

COUNTRY



SEQ  
CODE 2D  
Ver 1

BREAK

To Enroll, Please Call:

833-416-0845

Or Visit:

<https://response.idx.us/haven>

Enrollment Code: <<XXXXXXXXXX>>

March 23, 2021

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

We are writing to notify you of a recent incident that may have impacted the privacy of certain information related to you. While there is no clear indication that your information was accessed, out of an abundance of caution, we want to provide you with information about the incident, our response, and steps you can take to better protect your information, should you feel it necessary to do so.

**What Happened.** On or around September 27, 2020, Haven Behavioral Healthcare<sup>1</sup> (“Haven”) observed unusual activity on certain systems. Upon discovering this activity, Haven began an investigation, including working with third party forensic specialists, to identify the source of the activity and determine its impact on Haven systems. The investigation determined that certain files were potentially accessible on a system that may have been subject to unauthorized access between September 24, 2020 and September 27, 2020. Upon determining that certain files may have been accessible on the impacted system, Haven began a review of these files to learn what might have been accessible at the time of this incident. Unfortunately on or around January 27, 2021, Haven determined that the potentially accessible files contained certain information related to you. Haven then worked to identify contact information, confirm the types of information included in the potentially accessible files, and determine its relationship to those whose information might have been accessible. This was completed on or around March 11, 2021. While we have not been able to verify that files containing your information were accessed, we wanted to inform you of this incident.

**What Information Was Involved.** A review of the potentially accessible files determined that the following information related to you may have been accessible: <<data elements>>.

**What We Are Doing.** The confidentiality, privacy, and security of personal information within our custody is among Haven’s highest priorities. Upon learning of the activity, we launched an investigation as noted above with our forensic specialists to determine what systems and information may have been impacted by this event. We also took steps to further secure our network and determine who may be impacted by this event. While we have no evidence of any misuse of your information, as an added precaution we have arranged for you to have access to xx months of credit monitoring services through IDX, at no cost to you.

**What You Can Do.** Please review the enclosed Steps You Can Take to Protect Personal Information, which contains information on what you can do to better protect against possible misuse of your information. You can also find information there on how to enroll in the monitoring service that is being offered.

<sup>1</sup> Haven Behavioral Healthcare is affiliated with Haven Behavioral Hospital of Albuquerque; Haven Behavioral Hospital of Dayton; Haven Behavioral Hospital of Frisco; Haven Behavioral Hospital of Philadelphia; Haven Behavioral Hospital of Phoenix; Haven Behavioral Hospital of Eastern Pennsylvania; and Cottonwood Creek Behavioral Hospital.

**For More Information.** We understand you may have questions that are not answered in this letter. If you have questions, please call our dedicated hotline at (833) 416-0845, Monday through Friday, 9 am to 9 pm ET, excluding national holidays.

We apologize for any inconvenience this notice may cause you.

Sincerely,

Haven Behavioral Healthcare

## **Steps You Can Take to Protect Personal Information**

IDX identity protection services include: **xx** months of credit and CyberScan monitoring, a \$1,000,000 insurance reimbursement policy, and fully managed id theft recovery services. With this protection, IDX will help you resolve issues if your identity is compromised.

Please note the deadline to enroll is June 23, 2021.

**Website and Enrollment.** Go to <https://response.idx.us/haven> and follow the instructions for enrollment using your Enrollment Code provided at the top of the letter.

**Activate the credit monitoring** provided as part of your IDX identity protection membership. The monitoring included in the membership must be activated to be effective. Note: You must have established credit and access to a computer and the internet to use this service. If you need assistance, IDX will be able to assist you.

**Telephone.** Contact IDX at 833-416-0845 to gain additional information about this event and speak with knowledgeable representatives about the appropriate steps to take to protect your credit identity

## **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 (1) free credit report annually from each of the three major credit reporting bureaus. To order your 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 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](http://www.experian.com/freeze/center.html)

### **TransUnion**

P.O. Box 160  
Woodlyn, PA 19094  
1-888-909-8872  
[www.transunion.com/credit-freeze](http://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](http://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](http://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](http://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](http://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](http://www.identitytheft.gov); 1-877-ID-THEFT (1-877-438-4338); and 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.

**Maryland Residents:** Office of the Attorney General of Maryland, Consumer Protection Division 200 St. Paul Place Baltimore, MD 21202, [www.oag.state.md.us/Consumer](http://www.oag.state.md.us/Consumer), Telephone: 1-888-743-0023.

**New Mexico Residents:** You have rights pursuant to the Fair Credit Reporting Act, such as the right to be told if information in your credit file has been used against you, the right to know what is in your credit file, the right to ask for your credit score, and the right to dispute incomplete or inaccurate information. Further, pursuant to the Fair Credit Reporting Act, the consumer reporting agencies must correct or delete inaccurate, incomplete, or unverifiable information; consumer reporting agencies may not report outdated negative information; access to your file is limited; you must give your consent for credit reports to be provided to employers; you may limit “prescreened” offers of credit and insurance you get based on information in your credit report; and you may seek damages from a violator. You may have additional rights under the Fair Credit Reporting Act not summarized here. Identity theft victims and active duty military personnel have specific additional rights pursuant to the Fair Credit Reporting Act. You can review your rights pursuant to the Fair Credit Reporting Act by visiting [www.consumerfinance.gov/f/201504\\_cfpb\\_summary\\_your-rights-under-fcra.pdf](http://www.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf), or by writing Consumer Response Center, Room 130-A, Federal Trade Commission, 600 Pennsylvania Ave. N.W., Washington, D.C. 20580.

**New York Residents:** the Attorney General may be contacted at: Office of the Attorney General, The Capitol, Albany, NY 12224-0341; 1-800-771-7755; <https://ag.ny.gov/>.

**North Carolina Residents:** Office of the Attorney General of North Carolina, Consumer Protection Division, 9001 Mail Service Center Raleigh, NC 27699-9001, [www.ncdoj.gov](http://www.ncdoj.gov), Telephone: 1-919-716-6400, 877-566-7226 (toll free within NC).

**Rhode Island Residents:** Office of the Attorney General, 150 South Main Street, Providence, Rhode Island 02903, [www.riag.ri.gov](http://www.riag.ri.gov), Telephone: 401-274-4400. Under Rhode Island law, you have the right to obtain any police report filed in regard to this incident. There are 2 Rhode Island residents impacted by this incident.

**Washington D.C. Residents:** the Office of Attorney General for the District of Columbia can be reached at: 441 4th Street NW, Suite 1100 South, Washington, D.C. 20001; 1-202-442-9828; <https://oag.dc.gov>.