

PEOPLE MENTAL
HEALTH
INCORPORATED SERVICES

Please do not open if you are not the recipient.

**IMPORTANT INFORMATION
PLEASE REVIEW CAREFULLY**

[REDACTED]

[REDACTED]

Dear [REDACTED]

The privacy and security of the personal information we maintain is of the utmost importance to People Incorporated. We are writing with important information regarding a recent data security incident that may have involved some of your information. We want to provide you with information about the incident, explain the services we are providing to you, and let you know that we continue to take significant measures to protect your information.

What Happened?

People Incorporated was the target of an email phishing campaign that resulted in a limited number of employees receiving a suspicious email containing a malicious link. These employees unfortunately fell victim to the phishing campaign, resulting in an unauthorized individual gaining access to those employees' email accounts. Upon learning of the incident, People Incorporated disabled the impacted email accounts and required mandatory password resets to prevent further misuse.

There is no evidence that the purpose of the phishing campaign was to obtain patient information and we have no evidence that any of your information was actually acquired or used by the unauthorized individual. However, out of an abundance of caution, we are providing notice to you.

What We Are Doing.

Upon learning of this issue, we immediately commenced a thorough investigation. As part of our investigation, we have worked very closely with external cybersecurity professionals. After an extensive and time-consuming forensic investigation as well as a comprehensive manual document review, we discovered on September 8, 2020 that one or more of the email accounts that were accessed between April 28, 2020 and May 4, 2020 contained some of your [REDACTED].

Since the date of this incident, we have taken several steps to implement additional technical safeguards on our email system to prevent the recurrence of similar incidents. We have also implemented additional training and education for our employees to increase awareness of the risks of malicious emails, including how employees can identify and handle malicious emails.

What Information Was Involved.

The impacted email account(s) contained some of your [REDACTED] including your [REDACTED]. Your Social Security number **was not** included in the information that may have been accessed.

What You Can Do.

We have no evidence that any of your information has been misused. Nevertheless, out of an abundance of caution, we have chosen to make you aware of the incident. To help protect your identity, this letter provides precautionary measures you can take to mitigate risk to your medical information.

For More Information.

Please accept our apologies that this incident occurred. We have taken necessary steps to prevent this from happening again. We remain fully committed to maintaining the privacy of personal information in our possession and have taken many precautions to safeguard it and to prevent subsequent occurrences. We continually evaluate and modify our practices to enhance the security and privacy of your personal information.

If you have any further questions regarding this incident, please call our dedicated and confidential toll-free response line that we have set up to respond to questions at [REDACTED]. This response line is staffed with professionals familiar with this incident and knowledgeable on what you can do if you are concerned about potential misuse of your information. The response line is available Monday through Friday, 8:00 a.m. to 5:30 p.m. CST, excluding major U.S. holidays.

Sincerely,

Legal and Compliance Team
People Incorporated

Protecting Your Medical Information

The following practices can provide additional safeguards to protect against medical identity theft.

- Only share your health insurance cards with your health care providers and other family members who are covered under your insurance plan or who help you with your medical care.
- Review your “explanation of benefits statement” which you receive from your health insurance company. Follow up with your insurance company or care provider for any items you do not recognize. If necessary, contact the care provider on the explanation of benefits statement and ask for copies of medical records from the date of the potential access (noted above) to current date.
- Ask your insurance company for a current year-to-date report of all services paid for you as a beneficiary. Follow up with your insurance company or the care provider for any items you do not recognize.

For North Carolina residents: You may contact the North Carolina Office of the Attorney General, Consumer Protection Division, 9001 Mail Service Center, Raleigh, NC 27699-9001, www.ncdoj.gov, 1-877-566-7226.