

November 16, 2023

VIA ONLINE PORTAL

Attorney General Aaron Frey
Office of the Attorney General
Consumer Protection Division
Security Breach Notification
111 Sewall Street, 6th Floor
Augusta, ME 04330
Tel: 207-626-8800

Re: Notification of Data Security Incident

Dear Attorney General Frey:

Constangy Brooks Smith & Prophete LLP represents Wyoming County Community Health System (“WCCHS”) located in Warsaw, New York, with respect to a recent data security incident described in greater detail below. The purpose of this letter is to notify you of the incident.

1. Nature of the Security Incident

On March 28, 2023, WCCHS experienced a network disruption. Upon discovering this activity, it immediately initiated an investigation of the matter with the assistance of third-party cybersecurity specialists. The investigation determined that certain files stored on WCCHS’s network may have been accessed and acquired without authorization. After a thorough review of those files, which concluded on November 8, 2023, we determined that certain personal information may have been affected.

The affected information varies by individual, but may have included individuals’ names, Social Security numbers, driver’s license or state identification numbers, dates of birth, biometric data, medical information and health insurance information, and account numbers.

2. Number of Maine Residents Affected

On November 16, 2023, WCCHS notified nine (9) Maine residents of this incident via first class U.S. mail. A sample copy of the notification letter sent to impacted individuals is included with this correspondence.

3. Steps Taken Relating to the Incident

To help prevent something like this from happening again, WCCHS is implementing additional security measures. It is also offering complimentary credit and identity protection monitoring to those individuals whose Social Security numbers may have been affected by the incident.

4. Contact Information

November 16, 2023

Page 2

WCCHS remains dedicated to protecting the information in its possession. If you have any questions or need additional information, please do not hesitate to contact me at by phone 917.414.8991 or by email at mefaplatidis@constangy.com.

Regards,

A handwritten signature in brown ink, appearing to read 'MEF', with a long horizontal flourish extending to the right.

Maria Efaplatidis
Partner

Enc.: Sample Consumer Notification Letter



P.O. Box 989728
West Sacramento, CA 95798-9728

<<FIRST NAME>> <<LAST NAME>>
<<ADDRESS1>>
<<ADDRESS2>>
<<CITY>>, <<STATE>> <<ZIP>>
<<Country>>

Enrollment Code: <<ENROLLMENT>>

To Enroll, Scan the QR Code Below:



Or Visit:

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

November 16, 2023

Subject: Notice of Data <<Security Incident/Breach>>

Dear <<FIRST NAME>> <<LAST NAME>>:

We are writing to inform you of a recent incident experienced by Wyoming County Community Health System (“WCCCHS”), located in Warsaw, New York, that may have involved some of your personal and protected health information. This letter is to notify you of the incident, offer you complimentary credit and identity protection services, and inform you about steps you can take to help protect your information.

What Happened: On March 28, 2023, WCCCHS experienced a network disruption. We immediately initiated an investigation of the matter with the assistance of third-party cybersecurity specialists. The investigation determined that certain files stored on our network may have been accessed and acquired without authorization on March 28, 2023. After a thorough review of those files, which concluded on November 8, 2023, we determined that some of your information may have been affected. Notably, there is no evidence that any information has been misused. However, out of an abundance of caution, we are notifying you about the incident and providing you resources to help you protect your personal information.

What Information Was Involved: The data that was impacted included your name and <<data elements>>.

What We Are Doing: We have implemented additional measures to enhance network security and minimize the risk of a similar incident occurring in the future. We notified the Federal Bureau of Investigation and will provide whatever cooperation may be necessary to hold the perpetrators accountable. We are also offering you <<12/24>> months of complimentary identity protection services through IDX, A ZeroFox Company. This product helps detect possible misuse of your information and provides you with identity protection support.

What You Can Do: We encourage you to review the recommendations included with this letter to help protect your information. In addition, you can enroll in the identity protection services free of charge. To enroll, visit the link above or call the number noted above and provide the above code. The deadline to enroll in the complimentary services is February 16, 2023.

For More Information: Further information about how to protect your information appears on the following page. We have also established a dedicated call center to answer questions regarding the incident. If you have any questions or need assistance, please call 1-888-867-1620 Monday through Friday from 9 am - 9 pm Eastern Time.

The security of your information is a top priority for WCCHS. We value your trust in us and take this matter very seriously. We deeply regret any worry or inconvenience that this may cause you.

Sincerely,

A handwritten signature in black ink, appearing to read "David Kobis". The signature is fluid and cursive, with the first name "David" being larger and more prominent than the last name "Kobis".

David Kobis
Chief Executive Officer
Wyoming County Community Health System
400 N. Main St.
Warsaw, NY 14569

Steps You Can Take to Protect Your Personal Information

Review Your Account Statements and Notify Law Enforcement of Suspicious Activity: As a precautionary measure, we recommend that you remain vigilant by reviewing your account statements and credit reports closely. If you detect any suspicious activity on an account, you should promptly notify the financial institution or company with which the account is maintained. You also should promptly report any fraudulent activity or any suspected incidence of identity theft to proper law enforcement authorities, your state attorney general, and/or the Federal Trade Commission (FTC).

Copy of Credit Report: You may obtain a free copy of your credit report from each of the three major credit reporting agencies once every 12 months by visiting <http://www.annualcreditreport.com/>, calling toll-free 1-877-322-8228, or by completing an Annual Credit Report Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348. You also can contact one of the following three national credit reporting agencies:

Equifax
P.O. Box 105788
Atlanta, GA 30348
1-888-378-4329
www.equifax.com

Experian
P.O. Box 9532
Allen, TX 75013
1-800-831-5614
www.experian.com

TransUnion
P.O. Box 1000
Chester, PA 19016
1-800-916-8800
www.transunion.com

Fraud Alert: You may want to consider placing a fraud alert on your credit report. An initial fraud alert is free and will stay on your credit file for at least one year. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any accounts in your name. To place a fraud alert on your credit report, contact any of the three credit reporting agencies identified above. Additional information is available at <http://www.annualcreditreport.com>.

Security Freeze: You have the right to put a security freeze on your credit file for up to one year at no cost. This will prevent new credit from being opened in your name without the use of a PIN number that is issued to you when you initiate the freeze. A security freeze is designed to prevent potential creditors from accessing your credit report without your consent. As a result, using a security freeze may interfere with or delay your ability to obtain credit. You must separately place a security freeze on your credit file with each credit reporting agency. In order to place a security freeze, you may be required to provide the consumer reporting agency with information that identifies you including your full name, Social Security number, date of birth, current and previous addresses, a copy of your state-issued identification card, and a recent utility bill, bank statement or insurance statement.

Additional Free Resources: You can obtain information from the consumer reporting agencies, the FTC, or from your respective state Attorney General about fraud alerts, security freezes, and steps you can take toward preventing identity theft. You may report suspected identity theft to local law enforcement, including to the FTC or to the Attorney General in your state.

Federal Trade Commission
600 Pennsylvania Ave, NW
Washington, DC 20580
consumer.ftc.gov
1-877-438-4338

Maryland Attorney General
St. Paul Plaza
200 St. Paul Place
Baltimore, MD 21202
marylandattorneygeneral.gov
1-888-743-0023

New York Attorney General
Bureau of Internet and Technology
Resources
28 Liberty Street
New York, NY 10005
ag.ny.gov
1-212-416-8433 / 1-800-771-7755

North Carolina Attorney General
9001 Mail Service Center
Raleigh, NC 27699
ncdoj.gov
1-877-566-7226

Rhode Island Attorney General
150 South Main Street
Providence, RI 02903
<http://www.riag.ri.gov>
riag.ri.gov
1-401-274-4400

Washington D.C. Attorney General
400 S 6th Street, NW
Washington, DC 20001
oag.dc.gov
1-202-727-3400

You also have certain rights under the Fair Credit Reporting Act (FCRA): These rights include to know what is in your file; to dispute incomplete or inaccurate information; to have consumer reporting agencies correct or delete inaccurate, incomplete, or unverifiable information; as well as other rights. For more information about the FCRA, and your rights pursuant to the FCRA, please visit https://files.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf.



P.O. Box 989728
West Sacramento, CA 95798-9728

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David Kobis
Chief Executive Officer
Wyoming County Community Health System
400 N. Main St.
Warsaw, NY 14569

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P.O. Box 9532
Allen, TX 75013
1-800-831-5614
www.experian.com

TransUnion
P.O. Box 1000
Chester, PA 19016
1-800-916-8800
www.transunion.com

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Federal Trade Commission
600 Pennsylvania Ave, NW
Washington, DC 20580
consumer.ftc.gov
1-877-438-4338

Maryland Attorney General
St. Paul Plaza
200 St. Paul Place
Baltimore, MD 21202
marylandattorneygeneral.gov
1-888-743-0023

New York Attorney General
Bureau of Internet and Technology
Resources
28 Liberty Street
New York, NY 10005
ag.ny.gov
1-212-416-8433 / 1-800-771-7755

North Carolina Attorney General
9001 Mail Service Center
Raleigh, NC 27699
ncdoj.gov
1-877-566-7226

Rhode Island Attorney General
150 South Main Street
Providence, RI 02903
<http://www.riag.ri.gov>
riag.ri.gov
1-401-274-4400

Washington D.C. Attorney General
400 S 6th Street, NW
Washington, DC 20001
oag.dc.gov
1-202-727-3400

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