

North Hill Communities Inc.  
c/o Cyberscout  
1 Keystone Ave, Unit 700  
Cherry Hill, NJ 08003  
DB-08461 1-1



February 14, 2024

Dear 

On behalf of North Hill Communities, Inc., North Hill Home Health Care, Inc., North Hill Needham, Inc., Connected for Life, Inc., and the North Hill Employee Dental Plan (collectively, "North Hill"), we are sending this letter to you as part of our commitment to the privacy of our community. We take the security of our residents, employees, and dental plan participants very seriously.

### **What Happened**

On December 26, 2023, North Hill detected a cybersecurity incident affecting certain systems in our network environment. North Hill immediately secured the network and engaged third party information technology and forensic specialists to assist with restoring systems and investigating the extent of the unauthorized activity. The forensic investigation revealed that an unauthorized party gained access to North Hill's network on December 19, 2023. After a comprehensive forensic investigation and extensive document review, North Hill was able to determine that certain data, including personal information, from the affected systems may have been accessed or acquired by the unauthorized party.

### **What Information Was Involved**

Our forensic investigation is unable to conclude what specific information may have been accessed or acquired by the unauthorized party, so we are notifying you in the spirit of transparency. The information potentially involved may include your (or that of your relative, if you are receiving this letter as the next of kin of one of our former residents) name and one (1) or more of either your date of birth (or date of death, as applicable), address, Social Security number, phone number, admission date, health insurance identification number, medical record number, treatment dates, financial account or bank account number, driver's license number, claims information, and/or medical information.

### **What We Are Doing**

North Hill has taken a number of steps to ensure that our systems are secure. North Hill notified law enforcement of this incident and worked with security experts to enact additional security measures designed to stop a similar occurrence in the future. North Hill also is implementing additional security detection and response software.

### **What You Can Do**

North Hill encourages you to take immediate steps to safeguard your personal information. Check your mail, email, phone calls, bank accounts, and health insurance statements for any suspicious activity. North Hill will cover the cost of Single Bureau Credit Monitoring/Single Bureau Credit Report/Single Bureau Credit Score services. These services provide you with alerts for twenty-four (24) months from the date of enrollment when changes occur to your credit file.

This notification is sent to you the same day that the change or update takes place with the bureau. Finally, we are providing you with proactive fraud assistance to help with any questions that you might have or in event that you become a victim of fraud. These services will be provided by Cyberscout through Identity Force, a TransUnion company specializing in fraud assistance and remediation services. **To take advantage of this offer, please see the attached instructions.**

Please note that you can obtain information on fraud alerts from the following sources:

- Experian: (888) 397-3742; <https://www.experian.com/fraud/center.html>; National Consumer Assistance, P.O. Box 9554, Allen, TX 75013
- TransUnion: (800) 680-7289; <https://www.transunion.com/fraud-alerts>; Fraud Victim Assistance Department, P.O. Box 2000, Chester, PA 19016-2000
- Equifax: (800) 525-6285; <https://www.equifax.com/personal/credit-report-services/credit-fraud-alerts/>. Fraud Victim Assistance Department, Consumer Fraud Division, P.O. Box 105788, Atlanta, GA 30348-5788

If you think that your personal information is being improperly used, you can also contact local law enforcement to file a police report. Finally, you can contact the Federal Trade Commission ("FTC") at 1-877-ID THEFT (877-438-4338), via mail at 600 Pennsylvania Avenue, NW, Washington, DC 20580, or review the information on identity theft promulgated by the FTC at [www.ftc.gov/bcp/edu/microsites/idtheft/](http://www.ftc.gov/bcp/edu/microsites/idtheft/).

#### **For More Information**

If you have any questions or concerns, please do not hesitate to contact our dedicated call center at 1-833-919-4779. The call center is available Monday – Friday 8:00 am – 8:00 pm Eastern time, excluding holidays. North Hill understands the importance of safeguarding your personal information and takes that responsibility very seriously. We will do all we can to assist any individuals whose personal information may have been compromised and help them work through the process.

Thank you,

Joseph A. Frias  
President and Chief Executive Officer  
North Hill Communities, Inc.

## **Additional Information**

### **How do I enroll for the free services?**

To enroll in credit monitoring services at no charge, please log on to **<https://secure.identityforce.com/benefit/nhci>** and follow the instructions provided. When prompted please provide the following unique code to receive services: **QTF58GSAHE**. In order for you to receive the monitoring services described above, you must enroll within ninety (90) days from the date of this letter. The enrollment requires an internet connection and e-mail account and may not be available to minors under the age of eighteen (18) years of age. Please note that when signing up for monitoring services, you may be asked to verify personal information for your own protection to confirm your identity.

### **Security Freeze**

You may also place a security freeze on your credit reports, free of charge. A security freeze prohibits a credit reporting agency from releasing any information from your credit report without your written authorization. However, please be aware that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit mortgages, employment, housing or other services. Under federal law, you cannot be charged to place, lift, or remove a security freeze.

You must place your request for a freeze with each of the three (3) major consumer reporting agencies: Equifax, Experian and TransUnion. To place a security freeze on your credit report, you may send a written request by regular, certified or overnight mail to the addresses below. You may also place a security freeze through each of the consumer reporting agencies' websites or over the phone, using the contact information below:

- Experian Security Freeze: (888) 397-3742; <https://www.experian.com/freeze/center.html>; P.O. Box 9554, Allen, TX 75013
- TransUnion Security Freeze: (888) 909-8872; <https://www.transunion.com/credit-freeze>; P.O. Box 160, Woodlyn, PA 19094
- Equifax Security Freeze: (800) 349-9960; <https://www.equifax.com/personal/credit-report-services/credit-freeze/>; P.O. Box 105788, Atlanta, GA 30348

In order to request a security freeze, you will need to provide some or all of the following information to the credit reporting agency, depending on whether you do so online, by phone, or by mail:

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, the addresses where you have lived during the prior five (5) years;
5. Proof of current address, such as a current utility bill, telephone bill, rental agreement, or deed;
6. A legible photocopy of a government issued identification card (state driver's license or ID card, military identification, etc.);
7. Social Security card, pay stub, or W2;
8. 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.

The credit reporting agencies have one (1) to three (3) business days after receiving your request to place a security freeze on your credit report, based upon the method of your request. The credit bureaus must also send written confirmation to you within five (5) business days and provide you with a unique personal identification number (PIN) or password (or both) that can be used by you to authorize the removal or lifting of the security freeze. It is important to maintain this PIN/password in a secure place, as you will need it to lift or remove the security freeze.

To lift the security freeze in order to allow a specific entity or individual access to your credit report, you must make a request to each of the credit reporting agencies by mail, through their website, or by phone (using the contact information above). You must provide proper identification (including name, address, and Social Security number) and the PIN number or password provided to you when you placed the security freeze, as well as the identities of those entities or individuals you would like to receive your credit report.

You may also temporarily lift a security freeze for a specified period of time rather than for a specific entity or individual, using the same contact information above. The credit bureaus have between one (1) hour (for requests made online) and three (3) business days (for requests made by mail) after receiving your request to lift the security freeze for those identified entities or for the specified period of time.

To remove the security freeze, you must make a request to each of the credit reporting agencies by mail, through their website, or by phone (using the contact information above). You must provide 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 between one (1) hour (for requests made online) and three (3) business days (for requests made by mail) after receiving your request to remove the security freeze.

#### Obtaining a Free Credit Report.

Under federal law, you are entitled to one free credit report every twelve (12) months from each of the above three (3) major nationwide credit reporting companies. Call 1-877-322-8228 or request your free credit reports online at [www.annualcreditreport.com](http://www.annualcreditreport.com). Once you receive your credit reports, review them for discrepancies. Identify any accounts you did not open or inquiries from creditors that you did not authorize. Verify all information is correct. If you have questions or notice incorrect information, contact the credit reporting company.

#### State-Specific Information

*For Massachusetts residents:* Under Massachusetts law, individuals have the right to obtain any police report filed in regard to this event.

*For Rhode Island residents:* The Rhode Island Attorney General may be reached at: 150 South Main Street, Providence, RI 02903; [www.riag.ri.gov](http://www.riag.ri.gov); and 1-401-274-4400. Under Rhode Island law, individuals have the right to obtain any police report filed in regard to this event. Fees may be required to be paid to the consumer reporting agencies. There are approximately 56 Rhode Island residents impacted by this incident.

*For New York residents:* You may obtain information about preventing identity theft from the New York Attorney General's Office: Office of the Attorney General, The Capitol, Albany, NY 12224-0341; <https://ag.ny.gov/consumer-frauds-bureau/identity-theft>; Telephone: 800-771-7755.

*For North Carolina residents:* You may obtain information about preventing identity theft from the North Carolina Attorney General's Office: 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: 877-566-7226 (Toll-free within North Carolina), 919-716-6000.