



PO Box 4129
Everett WA 98204

ENDORSE



NAME

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ADDRESS2

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COUNTRY



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BREAK

To Enroll, Please Call:

833-909-3915

Or Visit:

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

Enrollment Code: <<XXXXXXXXXX>>

July 6, 2021

Re: Notice of Data Security Incident

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

Coastal Family Health Center ("Coastal Family") is writing to inform you of an incident that may have involved your personal information. We take the privacy and security of our patient information very seriously. Therefore, we are writing to inform you of the incident and advise you of certain steps you can take to help protect your personal information, including activating the free credit and identity monitoring services we are offering you.

What Happened? On May 13, 2021, someone attempted to shut down the operations of Coastal Family's computer system. That attempt failed and we were still able to treat our patients and provide service to our community. We immediately launched an investigation to determine what happened and what information may have been accessed by an unauthorized person during the incident. On June 4, 2021 the investigation revealed that some of the files accessed contained personal information of our patients. While at this time we have no evidence that any information has been misused, out of an abundance of caution we are providing credit and identity theft protection to our patient community.

What Information Was Involved? The files that may have been accessed contained names, addresses, Social Security numbers, medical insurance information, and health and treatment information.

What Are We Doing? As soon as we discovered the incident, we took the steps described above. We have also implemented additional safeguards to minimize the chance that an incident like this could occur in the future. In addition, we have secured the services of IDX to provide credit and identity monitoring at no cost to you for 12 months. IDX is a global leader in risk mitigation and response, and their team has extensive experience helping people who have sustained an unintentional exposure of confidential data. The IDX services include: Single Bureau Credit monitoring, CYBERSCAN dark web monitoring, identity theft insurance and identity theft recovery services.

To receive credit services, you must be over the age of 18, have established credit in the U.S., have a Social Security number in your name, and have a U.S. residential address associated with your credit file.

Please note you must enroll by October 6, 2021. If you have questions or need assistance, please call IDX at 833-909-3915.

What You Can Do: Please review the enclosed "Additional Resources" section included with this letter. It describes additional steps you can take to help safeguard your information, including recommendations by the Federal Trade Commission regarding identity theft protection and details on how to place a fraud alert or a security freeze on your credit file. We also encourage you to activate the complimentary identity monitoring services we are making available through IDX.

*Coastal Family Health Center, Inc.
1046 Division Street
Biloxi, MS 39530*

For More Information: If you have questions or need assistance, please call 833-909-3915 Monday through Friday from 9 a.m. to 9 p.m. Eastern Time. Please have your enrollment code ready.

Protecting your information is important to us. Please know that we take this incident very seriously, and regret any worry or inconvenience that this may cause you.

Sincerely,

A handwritten signature in black ink that reads "Angel Greer". The signature is written in a cursive, flowing style.

Angel S. Greer, MPH
Chief Executive Officer
Coastal Family Health Center
Phone: (228) 374-2494

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 105851
Atlanta, GA 30348
1-800-525-6285
www.equifax.com

Experian

P.O. Box 9532
Allen, TX 75013
1-888-397-3742
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, and
www.ftc.gov/idtheft
1-877-438-4338

Maryland Attorney General

200 St. Paul Place
Baltimore, MD 21202
oag.state.md.us
1-888-743-0023

New York Attorney General

Bureau of Internet and Technology
Resources
28 Liberty Street
New York, NY 10005
1-212-416-8433

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>
1-401-274-4400

Washington D.C. Attorney General

441 4th 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://www.consumer.ftc.gov/articles/pdf-0096-fair-credit-reporting-act.pdf>.

Rev. May 26, 2021