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July 7, 2021

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
breach.security@maine.gov

Re: Notification of Data Security Incident

Dear Attorney General Frey:

We represent Coastal Family Health Center ("Coastal Family"), which runs a group of health clinics at a total of twenty-six locations in the southern Mississippi area, in connection with a data security incident described in greater detail below. Coastal Family takes the protection of all sensitive information within its possession very seriously and is taking steps to prevent similar incidents from occurring in the future.

1. Nature of the security incident.

On May 13, 2021, someone attempted to shut down the operations of Coastal Family's computer system. That attempt failed and Coastal Family was still able to treat patients and provide service to the community. Coastal Family 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 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. The potentially affected information includes names, addresses, Social Security numbers, medical insurance information, and health and treatment information. On June 22, 2021, Coastal Family determined current address information for the affected individuals in order to effectuate written notification of the incident. This investigation identified four (4) Maine residents within the affected population. Notification letters were mailed on July 6, 2021.

2. Number of Maine residents affected.

Coastal Family issued notification letters to the four (4) Maine residents regarding this data security incident via first-class U.S. mail on July 6, 2021. A sample copy of the notification letter is attached hereto.

3. Steps taken relating to the incident.

Coastal Family has taken steps in response to this incident to prevent similar incidents from occurring in the future. Those steps have included working with leading cybersecurity experts to enhance the security of its network and increasing its password complexity requirements. Coastal Family is also offering the potentially affected individuals' credit and identity monitoring at no cost through IDX, to ensure their information is protected.

4. Contact information.

Coastal Family remains dedicated to protecting the personal information in its possession. If you have any questions or need additional information, please do not hesitate to contact me at (215) 977- 4060 or via email at Richard.Goldberg@lewisbrisbois.com.

Regards,

/s/ Richard W. Goldberg

Richard W. Goldberg of
LEWIS BRISBOIS BISGAARD & SMITH LLP

Enclosure(s): Consumer Notification Letters