

<<Name 1>>

<<Name 2>>

<<Address 1>>

<<Address 2>>

<<Address 3>>

<<Address 4>>

<<Address 5>>

<<City>><<State>><<Zip>>

<<Country>>

<<Date>>

Dear <<Name 1>>:

The Center for Neurological and Neurodevelopmental Health is committed to protecting the confidentiality and security of our patients' information. Regrettably, we are writing to inform you of an incident that may have involved some of that information.

On November 22, 2019, we learned of suspicious activity related to an employee's email account. We immediately took steps to secure the account and worked with a cyber security firm to assist in our investigation. The investigation determined that unauthorized access to the email account occurred between October 7, 2019 and November 22, 2019. Our investigation determined that some patient information was contained in the account, and that information may have included your child's name, address, date of birth, health insurance information, medical/patient record number, and treatment and/or clinical information, such as diagnosis, lab tests, dates of service, provider names, and prescriptions.

We have no indication that your child's information was misused. However, in an abundance of caution, we wanted to advise you of the incident and assure you that we take it very seriously. We recommend that you review the statements your child receives from their insurer and health care provider. If you see any services that your child did not receive, please contact the insurer or provider immediately.

We take the privacy and confidentiality of our patients' information very seriously, and deeply regret any inconvenience or concern this incident may cause our patients. To help prevent something like this from happening again, we have enhanced our email security, have enabled multi-factor authentication on all email accounts, and we are continuing to educate employees on email security.

If you have questions, please call 1-855-852-8151, Monday through Friday between 9:00 a.m. and 5:00 p.m. EST.

Sincerely,

<<Signature>>

<<Name>>

<<Title>>