



Return Mail Processing Center
P.O. Box 6336
Portland, OR 97228-6336

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Letter to Patients of Community Care Physicians, P.C.—Notice of Data Privacy Incident

Dear <<Name 1>>:

BST & Co., CPAs, LLP (“BST”) is an accounting firm in the Albany, New York area that provides accounting and tax services to your current or former healthcare provider affiliated with Community Care Physicians, P.C. (“CCP”). We are writing to tell you about a data security incident that occurred on BST’s computer system. Unfortunately, the incident may have exposed some of your protected health information that we maintain for the physicians and providers of CCP. We understand the seriousness of this incident, and we believe that you should know how it happened and the steps you can take to protect your information. We would like to sincerely apologize for any inconvenience this may cause you or CCP. We at BST respect the confidentiality of your information, and we are taking steps to address this unfortunate occurrence.

What Happened

On December 7, 2019, BST learned that part of our network was infected with a virus that prohibited access to our files. We quickly restored our systems and engaged an industry-leading forensic investigation firm to determine the nature and scope of this incident. After a thorough analysis of all available forensic evidence, the investigation determined the virus was active on our network from December 4, 2019, to December 7, 2019. We determined that the virus was introduced by an unknown individual or individuals outside our organization who gained access to part of our network where we store some client files, including files from CCP.

Because there was a risk that CCP’s data may have been accessed, acquired, or otherwise disclosed without authorization from BST’s network, we reviewed all CCP data to determine whether it included personal information. The review, after addition of contact information, was completed on February 5, 2020, and revealed some of the potentially accessed CCP files contained protected health information for certain individuals, including you. You may be wondering why we had your information in the first place. As part of our work for CCP, we review financial documents that may contain patient information such as names, account numbers, dates of birth, and medical billing codes.

The forensic investigation could not conclude that any of your protected health information was accessed or acquired by an unauthorized individual. However, in an abundance of caution, we are providing you with notice of the possible unauthorized disclosure and one (1) year of identity monitoring at no cost to you to allow you to take steps to protect your personal information, if you feel it is appropriate to do so.

What Information Was Involved

BST is unable to confirm whether your information was actually obtained by an unauthorized individual. Our investigation determined that as a result of this incident, some of your protected health information may have been accessed or acquired without authorization, including your first and last name, <<Data Elements1-Affected Info>>. This information appeared incidentally on CCP balance statements that were provided to us in order for BST to provide accounting services to CCP. BST does not use your information in connection with any other purpose. Your medical records and Social Security number were not impacted by this incident. We do not possess such information because CCP does not share that information with us.

What We Are Doing

To help relieve concerns following this incident, we have secured Equifax to provide identity monitoring at no cost to you for one (1) year. Equifax is an industry leader and functions as a first point of contact for credit-related issues, which allows it to efficiently furnish timely notification about credit-related issues to individuals enrolled in its identity monitoring product.

Visit www.myserVICES.equifax.com/gold to activate and take advantage of your identity monitoring product.

You have until <<Enrollment Date>> to activate your identity monitoring product.

Equifax Credit Watch Gold Activation Code Number: <<ACTIVATION CODE>>

Additional information describing this product is included with this letter. We encourage you to review the description and to consider enrolling in this product.

Rest assured that we, along with CCP, are committed to keeping the data we maintain as secure as possible. We are taking steps to minimize the potential for unauthorized access to our environment and making reasonable efforts to ensure the continued security of your information.

What You Can Do

Please review the enclosed “**Additional Resources**” information included with this letter, which describes additional steps you can take to help protect yourself, 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.

For More Information

For further information, please call 866-977-0784 Monday–Friday between 9:00 a.m. and 9:00 p.m. EST. We take the protection of your personal information very seriously and apologize for any inconvenience this incident may cause you. We trust that the services we are offering to you demonstrate our continued commitment to your security and satisfaction.

Sincerely,



Ronald L. Guzior
Managing Partner, BST

ADDITIONAL RESOURCES

Contact information for the three nationwide credit reporting agencies is:

Equifax, P.O. Box 740241, Atlanta, GA 30374, www.equifax.com, 1-800-685-1111

Experian, P.O. Box 2104, Allen, TX 75013, www.experian.com, 1-888-397-3742

TransUnion, P.O. Box 34012, Fullerton, CA 92834, www.transunion.com, 1-800-916-8800

Free Credit Report. It is recommended that you remain vigilant for incidents of fraud and identity theft by reviewing account statements and monitoring your credit report for unauthorized activity over the next twenty-four months, and immediately report incidents of suspected identity theft to both your financial provider and law enforcement.

You may obtain a copy of your credit report, free of charge, once every 12 months from each of the three nationwide credit reporting agencies. You may also seek to have information relating to fraudulent transactions removed from your credit report. To order your annual free credit report, please visit www.annualcreditreport.com or call toll free at **1-877-322-8228**.

You can also order your annual free credit report by mailing a completed Annual Credit Report Request Form (available from the U.S. Federal Trade Commission's ["FTC"] website at www.consumer.ftc.gov) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281.

For Colorado, Georgia, Maine, Maryland, New Jersey, Puerto Rico, and Vermont residents: You may obtain one or more (depending on the state) additional copies of your credit report, free of charge. You must contact each of the credit reporting agencies directly to obtain such additional report(s).

Fraud Alert. You may place a fraud alert in your file by calling one of the three nationwide credit reporting agencies above. A fraud alert tells creditors to follow certain procedures, including contacting you before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit.

Security Freeze. You have the ability to place a security freeze on your credit report free of charge.

A security freeze is intended to prevent credit, loans, and services from being approved in your name without your consent. To place a security freeze on your credit report, you may be able to use an online process, an automated telephone line, or a written request to any of the three credit reporting agencies listed above. The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past five years; (5) legible copy of a government issued identification card; (6) legible copy of a recent utility bill or bank or insurance statement that displays your name and current mailing address, and the date of issue; and (7) any applicable incident report or complaint filed with a law enforcement agency.

Federal Trade Commission and State Attorneys General Offices. If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should immediately contact the Federal Trade Commission and/or the Attorney General's office in your home state. You may also contact these agencies for information on how to prevent or avoid identity theft.

You may contact the **Federal Trade Commission**, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580, <https://www.consumer.ftc.gov/features/feature-0014-identity-theft>, 1-877-IDTHEFT (438-4338).

State Attorney General's Office Contact Information. <<Data Elements2-AG Info>>.



Enter your Activation Code: <<ACTIVATION CODE>>

Product Information

Equifax® Credit Watch™ Gold provides you with the following key features:

- Equifax® credit file monitoring with alerts to key changes to your Equifax Credit Report.
- Automatic Fraud Alerts¹. With a fraud alert, potential lenders are encouraged to take extra steps to verify your ID before extending credit.
- Wireless alerts (available online only). Data charges may apply.
- Access to your Equifax® credit report.
- Up to \$25,000 Identity Theft Insurance².
- Live agent Customer Service 7 days a week from 8 a.m. to 3 a.m.

Enrollment Instructions

To sign up online for online delivery, go to www.myservices.equifax.com/gold.

- 1. Welcome Page:** Enter the Activation Code provided at the top of this page in the “Activation Code” box and click the “Submit” button.
- 2. Register:** Complete the form with your contact information (name, gender, home address, date of birth, Social Security number, and telephone number) and click the “Continue” button.
- 3. Create Account:** Complete the form with your email address, create a User Name and Password, check the box to accept the Terms of Use, and click the “Continue” button.
- 4. Verify ID:** The system will then ask you up to four security questions to verify your identity. Please answer the questions and click the “Submit Order” button.
- 5. Order Confirmation:** This page shows you your completed enrollment. Please click the “View My Product” button to access the product features.

To sign up for U.S. Mail delivery, dial 1-866-937-8432 for access to the Equifax Credit Watch automated enrollment process. Note that all credit reports and alerts will be sent to you via U.S. Mail only.

- 1. Activation Code:** You will be asked to enter your enrollment code as provided at the top of this letter.
- 2. Customer Information:** You will be asked to enter your home telephone number, home address, name, date of birth, and Social Security number.
- 3. Permissible Purpose:** You will be asked to provide Equifax with your permission to access your Equifax credit file and to monitor your file. Without your agreement, Equifax cannot process your enrollment.
- 4. Order Confirmation:** Equifax will provide a confirmation number with an explanation that you will receive your Fulfillment Kit via U.S. Mail (when Equifax is able to verify your identity) or a Customer Care letter with further instructions (if your identity can not be verified using the information provided). Please allow up to 10 business days to receive this information.

¹ The Automatic Fraud Alert feature is made available to consumers by Equifax Information Services LLC and fulfilled on its behalf by Equifax Consumer Services LLC.

² Identity theft insurance is underwritten by American Bankers Insurance Company of Florida or its affiliates. The description herein is a summary and intended for informational purposes only and does not include all terms, conditions, and exclusions of the policies described. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.