



April 26, 2024

**VIA EMAIL**

Attorney General John Formella  
Consumer Protection Division  
Office of the Attorney General  
33 Capitol Street  
Concord, NH 03301  
attorneygeneral@doj.nh.gov

**Re: Notification of Data Security Incident**

Dear Attorney General Formella:

Constangy Brooks Smith & Prophete LLP represents PCHP Medical Services Organization LLP ("PCHP-MSO"), located in Williston, Vermont, with respect to a recent data security incident described in greater detail below. The purpose of this letter is to notify you of the incident.

**1. Nature of the Security Incident**

On March 24, 2024, PCHP-MSO discovered unusual activity within its payroll provider's online platform. Upon learning of the activity, PCHP-MSO took steps to secure its payroll information with the assistance of the payroll provider. The payroll provider later notified PCHP-MSO that there had been unauthorized access to certain individuals' payroll information. After receiving this information, PCHP-MSO investigated the incident and identified all individuals who could have had their personal information impacted by the incident. This process was completed on April 10, 2024.

The affected information included individuals'

**2. Number of New Hampshire Residents Affected**

On April 26, 2024, PCHP-MSO notified three (3) New Hampshire residents of this incident via first class U.S. mail. A sample copy of the notification letter sent to impacted individuals is included with this correspondence.

**3. Steps Taken Relating to the Incident**

To help prevent something like this from happening again, PCHP-MSO is implementing additional security measures. It is also offering complimentary credit and identity protection monitoring to all notified individuals.

#### **4. Contact Information**

PHCP-MSO remains dedicated to protecting the information in its possession. If you have any questions or need additional information, please do not hesitate to contact me at by phone

Very truly yours,

Jason Cherry  
Partner

Enc.: Sample Consumer Notification Letter



Return to IDX  
P.O. Box 989728  
West Sacramento, CA 95798-9728

<<First Name>> <<Last Name>>  
<<Address 1>>  
<<Address 2>>  
<<City>><<State>><<Zip>>

April 26, 2024

**Subject: Notice of Data Security Incident**

Dear <First Name> <Last Name>:

We are writing to inform you of a recent data security incident experienced by PCHP Medical Services Organization LLP (“PCHP-MSO”), located in Williston, Vermont, that may have involved some of your information. This letter is to notify you of the incident, offer you complimentary identity protection services, and inform you about steps you can take to help protect your personal information.

**What Happened:** On March 24, 2024, PCHP-MSO discovered unusual activity within its payroll provider’s online platform. Upon learning of the activity, PCHP-MSO took steps to secure its payroll information with the assistance of the payroll provider. The payroll provider later notified PCHP-MSO that there had been unauthorized access to certain individuals’ payroll information. After receiving this information, PCHP-MSO investigated the incident and identified all individuals who could have had their personal information impacted by the incident. This process was completed on April 10, 2024.

**What Information Was Involved:** The data that could have potentially been accessed by the unauthorized party included your

**What We Are Doing:** To help prevent something like this from happening again, we are implementing additional technical security measures. We are also providing you with information about steps that you can take to help protect your personal information. As a further precaution, we are offering you of complimentary identity protection services through IDX, A ZeroFox Company. This product helps detect possible misuse of your information and provides you with identity protection support.

**What You Can Do:** For more information on how you can protect your personal information, please review the resources provided on the following pages. In addition, you can also enroll in IDX’s complimentary identity protection services by going to the link noted above or calling the number noted below. When prompted, please provide the unique code noted above to enroll in the services. The deadline to enroll is

**For More Information:** For further information and assistance, please call 1-800-939-4170 from 9 am - 9 pm EST, Monday through Friday.

We value the trust you place in us to protect your privacy, take our responsibility to safeguard your personal information seriously, and apologize for any inconvenience or concern this incident might cause.

Sincerely,

Jon W. Asselin, COO/CFO  
PCHP Medical Services Organization LLP  
600 Blair Park Rd., Suite 285  
Williston, VT 05495

## 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](http://www.equifax.com)

### **Experian**

P.O. Box 9532  
Allen, TX 75013  
1-888-397-3742  
[www.experian.com](http://www.experian.com)

### **TransUnion**

P.O. Box 1000  
Chester, PA 19016  
1-800-916-8800  
[www.transunion.com](http://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](http://consumer.ftc.gov), and  
[www.ftc.gov/idtheft](http://www.ftc.gov/idtheft)  
1-877-438-4338

### **New York Attorney General**

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

**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>.