CONSUMER

April 13, 2015

Attorney General Joseph Foster
Office of the Attorney General
33 Capitol Street
Concord, NH 03302

Re: Data Security Incident

Dear Attorney General Foster:

We represent Suburban Lung Associates, S.C. ("SLA"), with respect to a recent security incident involving the potential exposure of certain personal health information described in more detail below. SLA is a medical practice in Arlington Heights, IL, specializing in sleep, lung, and allergy disorders. Notification has been provided to impacted individuals. Notification is also being provided to the credit reporting agencies.

1. Nature of security incident.

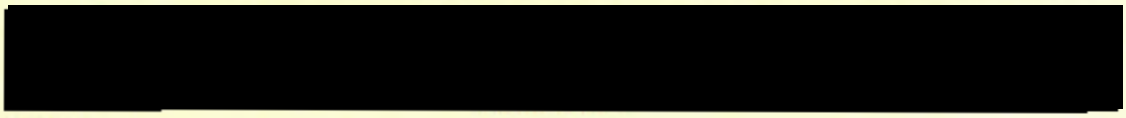
On February 13, 2015, SLA learned that some medical records that had been stored with a third party vendor and were scheduled to be securely destroyed, were instead left by the vendor unsecured in a dumpster. As soon as SLA learned that the vendor had not destroyed the records, it began an immediate investigation and has been working with authorities. SLA has since recovered these documents and placed them in a secure location. Upon review, the medical records appear to contain patient names, addresses, dates of birth, phone numbers, Social Security numbers, and protected health information, such as their diagnosis and treatment.

2. Number of New Hampshire residents affected.

One (1) New Hampshire resident was affected by the security incident. A notification letter to that individual was mailed on April 10, 2015 via regular mail. A copy of the notification letter is included with this letter.

3. Steps you have taken or plan to take relating to the incident.

SLA has taken steps to prevent this type of event from happening again, including ending its contract with the vendor involved and engaging with a different company to assist with secure storage and shredding of medical records. Additionally, SLA has reviewed and updated its internal policies to ensure



patients' personal information is appropriately protected. SLA is also offering potentially impacted individuals with identity protection services through Kroll.

4. Contact information.

SLA remains dedicated to protecting the sensitive information in its control. If you have any questions or need additional information, please do not hesitate to contact me at [redacted]

Very truly yours,

Wilson Elser Moskowitz Edelman & Dicker LLP

[redacted]

Enclosure

SUBURBAN LUNG
SLEEP LUNG ALLERGY
ASSOCIATES

<<MemberFirstName>> <<MemberLastName>> <<NameSuffix>>
<<Address1>>
<<Address2>>
<<City>> <<State>> <<Zip Code>>

<<Date>> (Format: Month Day, Year)

Dear <<MemberFirstName>> <<MemberLastName>>,

We are writing to inform you of a data security incident that may have resulted in the disclosure of your personal health information, including your name and Social Security number. At this time, we are not aware of any misuse of your information. We take the privacy and security of your information very seriously, and sincerely apologize for any concern or inconvenience this may cause you. This letter contains information about steps you can take to protect your information, and resources we are making available to help you.

On February 13, 2015, Suburban Lung Associates learned that some medical records that had been stored with a third party vendor and were scheduled to be securely destroyed, were instead left by the vendor unsecured in a dumpster. As soon as we learned that the vendor had not destroyed the records, we began an immediate investigation and have been working with authorities. We have since recovered these documents and placed them in a secure location. Upon review, the medical record appears to contain your name, address, date of birth, phone number, Social Security number, and protected health information, such as your diagnosis and treatment.

Although we are not aware of any misuse of your information, as an added precaution, we have secured the services of Kroll to **provide identity theft protection at no cost to you for one year**. Your identity theft protection services include **Credit Monitoring, Web Watcher** and **Identity Theft Consultation and Restoration**. Additional information describing your services is included with this letter.

> **Visit** <<IDMonitoringURL>> and follow the online instructions to take advantage of your Identity Theft Protection Services.
> **Membership Number:** <<Member ID>>

We want to assure you that we have taken steps to prevent this type of event from happening again, including ending our contract with the vendor involved and engaging with a different company to assist with secure storage and shredding of medical records. Additionally, we have reviewed and updated our internal policies to ensure your personal information is appropriately protected.

We sincerely apologize for any inconvenience or concern that this matter may cause you. Please call 1-???-???-???? Monday through Friday from 8:00 a.m. - 5:00 p.m., Central Time, with any questions or concerns.

Sincerely,

Edward J. Diamond MD, MBA, FCCP
President

<<IDMonitoringURL>> is only compatible with the current version or one version earlier of Internet Explorer, Chrome, Firefox, and Safari.
To receive credit services, you must be over the age of 18 and 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. To receive credit services by mail instead of online, please call 1-???-???-????.

U.S. State Notification Requirements

For residents of Hawaii, Michigan, Missouri, Virginia, Vermont, and North Carolina:

It is recommended by state law that you remain vigilant for incidents of fraud and identity theft by reviewing credit card account statements and monitoring your credit report for unauthorized activity.

For residents of Illinois, Iowa, Maryland, Missouri, North Carolina, Oregon, and West Virginia:

It is required by state laws to inform you that you may obtain a copy of your credit report, free of charge, whether or not you suspect any unauthorized activity on your account. You may obtain a free copy of your credit report by contacting any one or more of the following national consumer reporting agencies:

Equifax	**Experian**	**TransUnion**
P.O. Box 105851	P.O. Box 2002	P.O. Box 6790
Atlanta, GA 30348	Allen, TX 75013	Fullerton, CA 92834
1-800-685-1111	1-888-397-3742	1-800-916-8800

www.equifax.comwww.experian.com www.transunion.com

You may also obtain a free copy of your credit report online at www.annualcreditreport.com, by calling toll-free 1-877-322-8228, or by mailing an Annual Credit Report Request Form (available at www.annualcreditreport.com) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281.

For residents of Iowa:

State law advises you to report any suspected identity theft to law enforcement or to the Attorney General.

For residents of Oregon:

State laws advise you to report any suspected identity theft to law enforcement, as well as the Federal Trade Commission.

For residents of Maryland, Illinois, and North Carolina:

You can obtain information from the Maryland and North Carolina Offices of the Attorneys General and the Federal Trade Commission about fraud alerts, security freezes, and steps you can take toward preventing identity theft.

Maryland Office of the Attorney General	**North Carolina Office of the Attorney General**	**Federal Trade Commission Consumer Response Center**
Consumer Protection Division	Consumer Protection Division	600 Pennsylvania Avenue, NW
200 St. Paul Place	9001 Mail Service Center	Washington, DC 20580
Baltimore, MD 21202	Raleigh, NC 27699-9001	1-877-IDTHEFT (438-4338)
1-888-743-0023	1-877-566-7226	www.ftc.gov/bcp/edu/microsites/idtheft
www.oag.state.md.us	www.ncdoj.com	

For residents of Massachusetts:

It is required by state law that you are informed of your right to obtain a police report if you are a victim of identity theft.

For residents of all states:

Fraud Alerts: You can place fraud alerts with the three credit bureaus at one of the three major credit bureaus by phone and also via Experian's or Equifax's website. 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. The contact information for all three credit bureaus is below:

Monitoring: You should always remain vigilant and monitor your accounts for suspicious or unusual activity.

Security Freeze: You also have the right to place a security freeze on your credit report. 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 need to send a request to each consumer reporting agency by certified mail, overnight mail, or regular stamped mail. 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; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. The request must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, display your name and current mailing address, and the date of issue. The consumer reporting agency may charge a fee of up to $5.00 to place a freeze or lift or remove a freeze, but is free if you are a victim of identity theft or the spouse of a victim of identity theft, and you have submitted a valid police report relating to the identity theft incident to the consumer reporting agency. You may obtain a security freeze by contacting any one or more of the following national consumer reporting agencies:

Equifax Security Freeze	**Experian Security Freeze**	**TransUnion (FVAD)**
P.O. Box 105788	P.O. Box 9554	P.O. Box 2000
Atlanta, GA 30348	Allen, TX 75013	Chester, PA 19022
www.equifax.com	http://www.experian.com/freeze	www.transunion.com

More information can also be obtained by contacting the Federal Trade Commission listed above

Kroll.

Take Advantage of Your Identity Theft Protection Services

You've been provided with access to services from Kroll, a global leader in risk mitigation. Over the past 14 years, Kroll has provided data breach response services for cases impacting more than 100 million individuals including personal consultation to more than 180,000 consumers and worked some 8,000 confirmed identity theft cases. When you need assistance, rest assured that your services are backed by an expert team who can answer any question you may have.

The following services are included in your **Essential Monitoring** package:

Kroll employs a team of experienced licensed investigators to provide you with expert, one-on-one assistance:

Consultation: You have unlimited access to consultation with a dedicated licensed investigator at Kroll. Support includes best practice tips to assist in ongoing protection, explaining your rights and protections under the law, assistance with fraud alerts, and interpreting how personal information is accessed and used, including investigating suspicious activity that could be tied to an identity theft event.

Restoration: Kroll's restoration services are the most comprehensive of any provider. Should you become a victim of identity theft, a dedicated licensed investigator can work on your behalf to resolve related issues. The investigator does more than shoulder the bulk of the recovery; they can dig deep to uncover all aspects of the theft, and then work with creditors, collection agencies, utilities, government entities, and more ... to resolve it.

Credit Monitoring through TransUnion: Credit services can be a key tool in detecting early warning signs of identity theft. You'll receive alerts when there are changes to your credit data—for instance, when a new line of credit is applied for in your name. If you do not recognize the activity, you'll have the option to call a Kroll investigator, who can help you determine if it's an indicator of identity theft. You'll also receive "no activity" notices if there have been no changes to your data.

Web Watcher: Web Watcher helps to detect if your personal information is being bought and sold online. This program monitors hacker chat rooms, forums and other websites where criminals are known to trade stolen information. Thousands of sites are monitored, looking for matches to your personal information, such as Social Security, medical ID, and financial account numbers. If your information is found, you will be promptly alerted and provided with instructions to contact your investigator. Monitoring starts as soon as you enroll and select the information to search.

Your identity theft protection services are continued on back

How to Take Advantage of Your Identity Theft Protection Services

Visit kroll.idMonitoringService.com and follow the online instructions to take advantage of your identity theft protection services.

You can view your services at any time by logging onto Kroll's identity protection website. When you enroll, be prepared to provide the membership number included with the accompanying letter.

Help is only a phone call away.

If you have a question, need assistance, or feel you may be a victim of identity theft, call Kroll at the toll-free number provided in the accompanying letter, and ask to speak with an investigator.

Take advantage of this no-cost opportunity and let the experts at Kroll help you assess your situation and safeguard your identity.

Kroll.idMonitoringService.com is compatible with the current version or one version earlier of Internet Explorer, Chrome, Firefox or Safari.

Public Persona: Public Persona monitors public record databases for names, aliases and addresses that are associated with your Social Security number. Records include, among other data sources, property or deed registration, internet job site providers, state occupational license data, and court proceedings. If information is found, an alert email is sent. If you see a name, address or alias that is not associated with you, contact Kroll's investigators for more information. Once you have enrolled, you can view the services at any time by logging onto Kroll's identity protection website.

Quick Cash Scan: Quick Cash Scan monitors thousands of short-term and cash-advance loan sources, such as rent-to-own or payday lenders. These are sometimes referred to as "non-credit" loans because the application process does not always include a credit check, making it easier to use stolen or fraudulent identity information. You'll receive an alert when a loan is reported, and you'll have the option to call a Kroll investigator for more information.

$1 Million Identity Theft Insurance: Reimburses you for out-of-pocket expenses totaling up to $1 million in legal costs for any one stolen identity event. Additional benefits include a $0 deductible and coverage for fees associated with replacing documents, traveling expenses, loss of income, child care and elderly care and fraudulent withdrawals. All coverage is subject to the conditions and exclusions in the policy.

STATE OF NH
DEPT OF JUSTICE

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