



Return Mail Processing Center
P.O. Box 6336
Portland, OR 97228-63

Dear Patient:

On April 21, 2017, Cleveland Medical Associates discovered that, the evening before, its computer network had been impacted by ransomware, a type of computer virus that locks up, or encrypts, information and demands that a payment be made in order to unlock, or decrypt, the information. **There is no evidence that patient data was compromised as a result of this incident and the incident did not impact our ability to provide care to our patients.**

Following the incident, in addition to implementing a new medical records system and analyzing our security procedures, we engaged the services of a forensic investigation firm to determine the extent of the information potentially affected by the incident. As part of our investigation, we have also notified the FBI of the incident. Based upon our investigation, there is no evidence that your protected health information was taken from our system or misused as a result of this incident. Because we were unable to determine with reasonable certainty whether or not there was an unauthorized access of your information, however, we are providing you with notification of this incident.

As you may be aware, healthcare organizations and other companies across the country have been affected by similar types of ransomware cyber attacks. While we believe that the motivation behind this incident was extortion, and we do not believe that your protected health information was specifically targeted, our computer server containing medical information was affected. Information contained on the affected server included demographic information such as patient names, addresses, telephone numbers, email addresses, and Social Security numbers, clinical information such as medical records, and other information such as insurance billing information.

We take the protection of our patients' information seriously, and we have partnered with Equifax® to provide its Credit Watch™ Silver identity theft protection product for one year at no charge to you. A description of this product is provided in the attached material, which also contains instructions about how to enroll (including your personal activation code). If you choose to take advantage of this product, it will provide you with notification of any changes to your credit information, up to \$25,000 Identity Theft Insurance Coverage and access to your credit report. We urge you to consider enrolling in this product, at our expense, and to review the Additional Resources enclosed with this letter.

Equifax® Credit Watch™ Silver Features and Enrollment Instructions

Equifax® Credit Watch™ Silver 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 one 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.

¹ The Automatic Fraud Alert feature 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.

How to Enroll:

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

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, review the Terms of Use and then check the box to accept 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.

Please note the code provided above is a personal activation code for adult individuals. If you are receiving this letter on behalf of a minor and want to enroll a minor for credit monitoring, please contact us at the telephone number below for a separate activation code and information for Equifax® Minor Monitoring.

Additionally, and as a general matter, you should remain vigilant by regularly reviewing financial and health insurance statements. The Federal Trade Commission (FTC) recommends that you check your credit reports periodically to help you spot problems. You can obtain a free credit report annually from each of the three major credit bureaus by calling 1-877-322-8228 or by visiting www.AnnualCreditReport.com. For more information about identity theft and other forms of financial fraud, as well as information about fraud alerts and security freezes, you can contact the FTC online at www.ftc.gov/idtheft, by mail at Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580, or by calling 1-877-ID-THEFT (438-4338).

You can also contact or visit the website of the major credit bureaus about placing a security freeze on your credit report or for information on other steps you can take to protect yourself from fraud and identity theft. A security freeze is designed to prevent credit, loans, and services from being provided in your name without consent. Setting a security freeze however may delay your ability to obtain credit. Contact information for the three major bureaus is provided below:

Equifax (Equifax.com)
1-800-525-6285
PO Box 740241
Atlanta, GA 30374

Experian (Experian.com)
1-888-397-3742
PO Box 9554
Allen, TX 75013

TransUnion(transunion.com)
1-800-916-8800
PO Box 2000
Chester, PA 19016

Again, we believe the intent of this cyber attack was extortion and there is no evidence that your information was taken from our system or misused as a result of this incident. We encourage you, however, to exercise caution regarding communications if you receive an unsolicited call or email about this incident. Please know that Cleveland Medical Associates will not call or email anyone requesting any personal information as a result of this situation.

We take protecting our patients' information seriously, and we regret any inconvenience or concern this unfortunate incident has caused you. Cleveland Medical Associates has set up a dedicated number for you to call with any questions or for more information. Should you have any questions, please do not hesitate to call 1-888-746-7073, Monday through Friday, 9:00 a.m. to 9:00 p.m., Eastern Time.

Sincerely,

Cleveland Medical Associates, PLLC

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