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November 20, 2023

VIA ONLINE SUBMISSION

Attorney General Aaron Frey
Office of Attorney General
Consumer Protection Division
Security Breach Notification
111 Sewall Street, 6th Floor
Augusta, ME 04330

Re: **Notice of Data Security Incident**

Dear Attorney General Frey:

Constangy, Brooks, Smith & Prophete, LLP ("Constangy") represents Southwest Behavioral Health Center ("SBHC") in connection with a recent data security incident described in greater detail below.

1. Nature of the Security Incident

On March 13, 2023, SBHC discovered it was the victim of a sophisticated cybersecurity attack affecting its network environment. Upon discovering this activity, SBHC took immediate steps to secure its digital environment. SBHC also engaged a leading cybersecurity firm to assist with a forensic investigation to determine what happened and evaluate the extent of any unauthorized activity. After a thorough review of the potentially affected files, SBHC confirmed that personal information for certain SBHC current and former clients, patients, and employees may have been impacted. SBHC then began collecting up-to-date contact information for potentially impacted individuals, which was completed on September 13, 2023, and arranged for notification letters to be sent as soon as possible.

2. Number of Affected Maine Residents & Information Involved

The incident involved personal information for fourteen (14) Maine residents. The information involved in the incident for affected the Maine residents may have included name, date of birth, and Social Security number, and in certain limited instances, medical information and/or personal health information.

3. Notification to Affected Individuals

On November 9, 2023, notification letters were sent to the affected Maine residents by USPS First Class Mail. The notification letter provides resources and steps these individuals can take to help protect their information. The notification letter also offers the individuals whose Social Security number was affected by this event the opportunity to enroll in 12 months of complimentary identity

protection services, including credit monitoring, dark web monitoring, $1 million identity fraud loss reimbursement policy, and fully managed identity theft recovery services. A sample notification letter sent to the impacted individual is included with this correspondence.

4. Steps Taken Relating to the Incident

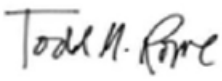
In response to the incident, SBHC retained cybersecurity experts and launched a forensics investigation to determine the source and scope of the compromise. SBHC also implemented additional security measures to further harden its digital environment in an effort to prevent a similar event from occurring in the future.

Finally, SBHC is notifying the affected individuals and providing them with steps they can take to protect their personal information as discussed above.

5. Contact Information

If you have any questions or need additional information, please do not hesitate to contact me at trowe@constangy.com or 312.520.2521, or David Rice at or drice@constangy.com or 718.614.2656.

Best regards,



Todd Rowe
CONSTANGY, BROOKS, SMITH & PROPHETE, LLP

Enclosure: Sample Notification Letter

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

<<FIRST NAME>> <<LAST NAME>>
<<ADDRESS1>>
<<ADDRESS2>>
<<CITY>>, <<STATE>> <<ZIP>>
<<Country>>

Enrollment Code: <<ENROLLMENT>>
To Enroll, Scan the QR Code Below:

SCAN ME

Or Visit:
https://response.idx.us/SBHC

November 9, 2023

Subject: Notice of Data <<Variable Text 1 – Breach or Security Incident>>:

Dear <<FIRST NAME>> <<LAST NAME>>:

I am writing to inform you of a data security incident experienced by Southwest Behavioral Health Center ("SBHC") that may have affected your personal information. Please read this letter carefully as it contains important details about the incident and resources you may utilize to help protect your personal information. SBHC takes this matter extremely seriously as the security of our networks and the information we store is of paramount importance.

What Happened. On March 13, 2023, SBHC discovered it was the victim of a sophisticated cybersecurity attack affecting our network environment. Upon discovering this activity, we took immediate steps to secure our digital environment. We also engaged a leading cybersecurity firm to assist with a forensic investigation to determine what happened and evaluate the extent of the unauthorized activity. After a thorough review of the potentially affected files, we confirmed that personal information for certain SBHC current and former clients, patients, and employees may have been impacted. We then began collecting up-to-date contact information for potentially impacted individuals, which was completed on September 13, 2023, and arranged for notification letters to be sent as soon as possible.

What Information Was Involved. The potentially affected information may have included your name, date of birth, and Social Security number, and in certain limited instances, medical information and/or personal health record information. No banking, financial or credit card information was impacted.

Please note that SBHC has no evidence that any of this information has been misused.

What We Are Doing. As soon as we discovered this incident, we took steps to secure our environment and enlisted a leading cybersecurity firm to conduct a forensic investigation. We have also implemented additional security measures to help reduce the risk of a similar incident occurring in the future. In addition, we notified the Federal Bureau of Investigation and will cooperate with any resulting investigation.

In addition, out of an abundance of caution, we are offering you complimentary credit monitoring and identity theft protection services through IDX – a data breach and recovery services expert. These services include: <<12/24>> of credit[1] and CyberScan monitoring, a $1,000,000 insurance reimbursement policy, and fully managed id theft recovery

[1]To receive credit monitoring 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.

services. With this protection, IDX will help you resolve issues if your identity is compromised. Please note that the deadline to enroll is February 9, 2024.

What You Can Do. SBHC recommends that you review the guidance included with this letter about how to protect your information. You can also enroll in the complimentary identity protection services being offered to you by using the Enrollment Code provided above.

For More Information: Further information about how to help protect your information appears on the following page. If you have questions about this matter or need assistance enrolling in the complimentary services being offered to you, please call IDX at 1-888-890-6462 from 7:00 A.M. to 7:00 P.M. Mountain Time, Monday through Friday (excluding holidays).

We take your trust in us and this matter very seriously. Please accept our sincere apologies for any worry or inconvenience that this may cause you.

Sincerely,

Michael H. Deal, MPA
Executive Director
Southwest Behavioral Health Center
474 W 200 N
St. George, UT 84770 USA

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 monitoring free credit reports closely for errors and by taking other steps appropriate to protect accounts, including promptly changing passwords. If you detect any suspicious activity on an account, you should promptly notify the financial institution or company with which the account is maintained for remediation assistance or contact a remediation service provider. 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). You should also contact your local law enforcement authorities and file a police report. Obtain a copy of the police report in case you are asked to provide copies to creditors to correct your records. Contact information for the FTC is as follows:

- *Federal Trade Commission*, Consumer Response Center, 600 Pennsylvania Ave, NW, Washington, DC 20580, 1-877-IDTHEFT (438-4338), www.consumer.ftc.gov, www.ftc.gov/idtheft.

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 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 can print this form at https://www.annualcreditreport.com/cra/requestformfinal.pdf. You also can contact one of the following three national credit reporting agencies:

- *Equifax*, P.O. Box 740241, Atlanta, GA 30374, 1-800-525-6285, www.equifax.com.
- *Experian*, P.O. Box 9532, Allen, TX 75013, 1-888-397-3742, www.experian.com.
- *TransUnion*, P.O. Box 1000, Chester, PA 19016, 1-800-916-8800, www.transunion.com.

Fraud Alerts: There are two kinds of general fraud alerts you can place on your credit report—an initial alert and an extended alert. You may want to consider placing either or both fraud alerts on your credit report. An initial fraud alert is free and will stay on your credit file for at least 90 days. 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. You may have an extended alert placed on your credit report if you have already been a victim of identity theft and provide the appropriate documentary poof. An extended fraud alert is also free and will stay on your credit report for seven years. 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. Military members may also place an Active Duty Military Fraud Alert on their credit reports while deployed. An Active Duty Military Fraud Alert lasts for one year and can be renewed for the length of your deployment

Credit or Security Freezes: Under U.S. law, you have the right to put a credit freeze, also known as a security freeze, on your credit file, for up to one year at no cost. The freeze 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. There is no fee to place or lift a security freeze. For information and instructions on how to place a security freeze, contact any of the credit reporting agencies or the FTC identified above. 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. After receiving your freeze request, each credit bureau will provide you with a unique PIN or password. Keep the PIN or password in a safe place as you will need it if you choose to lift the freeze.

A freeze remains in place until you ask the credit bureau to temporarily lift it or remove it altogether. If the request is made online or via phone, a credit bureau must lift the credit freeze within an hour. If the request is made by mail then the bureau must lift the freeze no later than three business days after receiving your request.

IRS Identity Protection PIN: You can obtain an identity protection PIN (IP PIN) from the IRS that prevents someone else from filing a tax return using your Social Security number. The IP PIN is known only to you and the IRS and helps

the IRS verify your identity when you file your electronic or paper tax return. You can learn more and obtain your IP PIN here: https://www.irs.gov/identity-theft-fraud-scams/get-an-identity-protection-pin.

You also have certain rights under the Fair Credit Reporting Act (FCRA): These rights include the right 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. For more information about the FCRA, and your rights pursuant to the FCRA, please visit http://files.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf.

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.

LCS Financial Services Contact Information: 6782 S. Potomac St., Centennial, CO 80112; 1.866.662.9087

Additional information:

District of Columbia: The Office of the Attorney General for the District of Columbia can be reached at 400 6th Street, NW, Washington, DC 20001; 202-727-3400; oag@dc.gov

California: California Attorney General can be reached at: 1300 "I" Street, Sacramento, CA 95814-2919; 800-952-5225; http://oag.ca.gov/

Maine: Maine Attorney General can be reached at: 6 State House Station Augusta, ME 04333; 207-626-8800; https://www.maine.gov/ag/

Maryland: Maryland Attorney General can be reached at: 200 St. Paul Place Baltimore, MD 21202; 888-743-0023; oag@state.md.us or IDTheft@oag.state.md.us

North Carolina: North Carolina Attorney General's Office, Consumer Protection Division, can be reached at: 9001 Mail Service Center Raleigh, NC 27699-9001; 877-5-NO-SCAM (Toll-free within North Carolina); 919-716-6000; www.ncdoj.gov

New York: New York Attorney General can be reached at: Bureau of Internet and Technology Resources, 28 Liberty Street, New York, NY 10005; 212-416-8433; https://ag.ny.gov/

Oregon: Oregon Office of the Attorney General can be reached at: Oregon Department of Justice, 1162 Court St. NE, Salem, OR, 97301, 1-877-877-9392, www.doj.state.or.us

Rhode Island: Rhode Island Attorney General can be reached at: 150 South Main Street Providence, RI 02903, http://www.riag.ri.gov. The total number of Rhode Island residents receiving notification of this incident is 40.

Texas: Texas Attorney General can be reached at: 300 W. 15th Street, Austin, Texas 78701; 800-621-0508; texasattorneygeneral.gov/consumer-protection/

Vermont: Vermont Attorney General's Office can be reached at: 109 State Street, Montpelier, VT 05609; 802-828-3171; ago.info@vermont.gov