

Coordinated Care Services, Inc.  
Mail Handling Services  
777 E Park Dr  
Harrisburg, PA 17111



June 14, 2022

Dear [REDACTED]:

Coordinated Care Services, Inc. ("CCSI") and the Navigator program value and respect your privacy, which is why we are writing to let you know about a recent incident that may have involved some of your personal information. We have no reason to believe that your personal information has been misused. However, we are writing to notify you about this incident and to provide you with guidance about how you can protect yourself, if you feel it is appropriate to do so.

The Navigator program funded by the New York State Department of Health provides individualized assistance to individuals interested in enrolling in health insurance available through the NY State of Health Marketplace. CCSI is a not-for-profit agency that provides staffing and program support for the Navigator program in Monroe and Livingston counties.

Here is what happened: We discovered that from March 10 to March 21, 2022, an unknown, unauthorized person gained access to the email account of one CCSI employee who worked in the Navigator program. We controlled the incident by preventing any further access to the email account. We also engaged a forensic security firm to investigate and confirm the security of our email and computer systems. On or about April 22, 2022, we determined that the accessed e-mail account contained personal information that included your name and date of birth. This incident did not involve your Social Security number.

Please know that we value the trust you place in us to protect your privacy and take our responsibility to safeguard your personal information very seriously. We have taken steps to reduce the risk of this type of incident occurring in the future, including enhancing our technical security measures and additional employee training. We apologize for any inconvenience or concern this incident might have caused. If you have questions, or need more information or any assistance, please don't hesitate to call 1-800-246-8877 from 8:00 a.m. – 5:00 p.m. Eastern Time, Monday through Friday.

Sincerely,

A handwritten signature in black ink, appearing to read "Anne Wilder", with a long horizontal flourish extending to the right.

Anne Wilder, President  
Coordinated Care Services, Inc.

## Additional Important Information

As a precautionary measure, we recommend that you remain vigilant to protect against potential fraud and/or identity theft by, among other things, reviewing your account statements and monitoring 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 should also promptly report any fraudulent activity or any suspected incidents of identity theft to proper law enforcement authorities, including the police and your state's attorney general, as well as the Federal Trade Commission ("FTC").

You may wish to review the tips provided by the FTC on fraud alerts, security/credit freezes and steps you can take to avoid identity theft. For more information and to contact the FTC, please visit [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft) or call 1-877-ID-THEFT (1-877-438-4338). You may also contact the FTC at Federal Trade Commission, 600 Pennsylvania Avenue, NW, Washington, DC 20580.

**Credit Reports:** You may obtain a free copy of your credit report once every 12 months from each of the three national credit reporting agencies by visiting [www.annualcreditreport.com](http://www.annualcreditreport.com), by 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 can print a copy of the request form at <https://www.annualcreditreport.com/manualRequestForm.action>.

Alternatively, you may elect to purchase a copy of your credit report by contacting one of the three national credit reporting agencies. Contact information for the three national credit reporting agencies for the purpose of requesting a copy of your credit report or for general inquiries is as follows:

Equifax  
1-866-349-5191  
[www.equifax.com](http://www.equifax.com)  
P.O. Box 740241  
Atlanta, GA 30374

Experian  
1-888-397-3742  
[www.experian.com](http://www.experian.com)  
P.O. Box 2002  
Allen, TX 75013

TransUnion  
1-800-888-4213  
[www.transunion.com](http://www.transunion.com)  
P.O. Box 2000  
Chester, PA 19016

**Fraud Alerts:** You may want to consider placing a fraud alert on your credit report. A fraud alert is free and will stay on your credit report for one (1) year. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any new accounts in your name. To place a fraud alert on your credit report, contact any of the three national credit reporting agencies using the contact information listed above. Additional information is available at [www.annualcreditreport.com](http://www.annualcreditreport.com).

**Credit and Security Freezes:** You may have the right to place a credit freeze, also known as a security freeze, on your credit file, so that no new credit can be opened in your name without the use of a PIN number that is issued to you when you initiate the freeze. A credit freeze can be placed without any charge and is designed to prevent potential credit grantors from accessing your credit report without your consent. If you place a credit freeze, potential creditors and other third parties will not be able to get access to your credit report unless you temporarily lift the freeze. Therefore, using a credit freeze may delay your ability to obtain credit. Unlike a fraud alert, you must separately place a credit freeze on your credit file at each credit reporting company. Since the instructions for how to establish a credit freeze differ from state to state, please contact the three major credit reporting companies as specified below to find out more information:

Equifax Security Freeze  
1-888-298-0045  
[www.equifax.com](http://www.equifax.com)  
P.O. Box 105788  
Atlanta, GA 30348

Experian Security Freeze  
1-888-397-3742  
[www.experian.com](http://www.experian.com)  
P.O. Box 9554  
Allen, TX 75013

TransUnion Security Freeze  
1-888-909-8872  
[www.transunion.com](http://www.transunion.com)  
P.O. Box 160  
Woodlyn, PA 19094

**New York State Residents:** New York residents can obtain information about preventing identity theft from the New York Attorney General's Office at: Office of the Attorney General for the State of New York, Bureau of Consumer Frauds & Protection, The Capitol, Albany, New York 12224-0341; <https://ag.ny.gov/consumer-frauds/identity-theft>; (800) 771-7755.