

[REDACTED]

[REDACTED]

[REDACTED]

Dear [REDACTED]

Allied Urological Services, LLC (“Allied Urological”) provides services related to lithotripsy and urological care on behalf of numerous health care providers, including hospitals and doctors’ offices. We write to advise you that we experienced a data security incident (the “Incident”). We are writing to let you know how this Incident may have affected your personal information (“Information”) and, as a precaution, to provide steps you can take to help protect your Information. We are unaware of any misuse of the Information, but we are contacting you to share what we know about the Incident.

**What Happened?**

On January 3, 2022, we identified suspicious activity in an employee’s email account (“Employee Account”) used for scheduling patient appointments. Upon learning of this, we immediately changed the Employee Account’s password, began an investigation, and took further steps to contain and remediate the situation, including a detailed examination of the contents of the email account.

Our investigation identified unauthorized access to the Employee Account between September 26, 2021, and January 3, 2022, and that the possibility exists that the contents of the Employee Account were synced to the system of an unauthorized actor. However, the investigation could not confirm or rule out this possibility.

On May 13, 2022, our investigation revealed that some of your Information was present in the email account at the time of the Incident. There is no evidence that the unauthorized actor sought to view, access, or otherwise acquire your Information. We are not aware of any fraud or misuse related to your Information. However, because your Information could have been accessed by an unauthorized actor, Allied Urological is providing this notice [REDACTED]

**Why Does Allied Urological Have My Personal Information?**

Allied Urological provides services related to lithotripsy and urological care on behalf of numerous health care providers, including hospitals and doctors’ offices. We may have your Information because of the services we provide to [REDACTED]

### **What Information Was Involved?**

We have no evidence the unauthorized actor specifically viewed, accessed, or misused your Information. Our investigation revealed that your name and/or address, in addition to the following Information may have been involved in the account:

### **What We Are Doing.**

We continue to implement appropriate measures to further improve the security of our systems and practices, including implementing additional software protections and retraining personnel. We are working with a leading cybersecurity firm to aid in our investigation and response and will report this Incident to relevant state and federal authorities. Additionally, to help prevent a similar type of incident from occurring in the future, we implemented additional security protocols designed to protect our network, email environment, systems, and personal information.

### **What You Can Do.**

It is always recommended that you regularly and vigilantly review account statements and report any suspicious activity to financial institutions. Please also review the enclosed "Additional Resources" section included with this letter, which describes additional steps you can take to help protect your Information.

To help protect your identity, we are offering a complimentary twelve (12) month membership of Experian's® IdentityWorks<sup>SM</sup>. This product provides you with superior identity detection and resolution of identity theft. To activate your membership and start monitoring your personal information please follow the steps below:

- Make certain that you enroll by: [REDACTED] (Your code will not work after this date.)
- Visit the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/3bcredit>
- Provide your activation code [REDACTED]

If you have questions about the product, need assistance with identity restoration or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at (877) 288-8057 by [REDACTED]. Be prepared to provide engagement number [REDACTED] as proof of eligibility for the identity restoration services by Experian.

### **For More Information.**

If you have any questions please call (855) 516-3853, Monday through Friday, 8:00 a.m. to 5:30 p.m. Central Time, excluding major U.S. holidays.

Sincerely,



Patricia Sablesak, RN, BSN Allied Urological Services, LLC

## Additional Resources

### Contact information for the three nationwide credit reporting agencies:

**Equifax**, PO Box 740241, Atlanta, GA 30374, [www.equifax.com](http://www.equifax.com), 1-800-685-1111

**Experian**, PO Box 2104, Allen, TX 75013, [www.experian.com](http://www.experian.com), 1-888-397-3742

**TransUnion**, PO Box 2000, Chester, PA 19022, [www.transunion.com](http://www.transunion.com), 1-800-888-4213

**Free Credit Report.** It is recommended that you remain vigilant for incidents of fraud and identity theft by reviewing account statements and monitoring your credit report for unauthorized activity. You may obtain a copy of your credit report, free of charge, once every twelve (12) months from each of the three nationwide credit reporting agencies.

To order your annual free credit report please visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call toll free at **1-877-322-8228**.

You can also order your annual free credit report by mailing a completed Annual Credit Report Request Form (available from the U.S. Federal Trade Commission's ("FTC") website at [www.consumer.ftc.gov](http://www.consumer.ftc.gov)) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281.

**Complimentary Experian IdentityWorks Credit Monitoring.** Once you enroll in Experian IdentityWorks, you can contact Experian immediately regarding any fraud issues, and have access to the following features:

- **Experian credit report at sign up:** See what information is associated with your credit file. Daily credit reports are available for online members only.<sup>1</sup>
- **Credit Monitoring:** Actively monitors Experian, Equifax, and Transunion files for indicators of fraud.
- **Identity Restoration:** Identity Restoration specialists are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARE™:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **Up to \$1 Million Identity Theft Insurance:** Provides coverage for certain costs and unauthorized electronic fund transfers.<sup>2</sup>

**For Colorado, Georgia, Maine, Maryland, Massachusetts, New Jersey, Puerto Rico, and Vermont residents:** You may obtain one or more (depending on the state) additional copies of your credit report, free of charge. You must contact each of the credit reporting agencies directly to obtain such additional report(s).

**Fraud Alert.** You may place a fraud alert in your file by calling one of the three nationwide credit reporting agencies above. 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.

**Security Freeze.** You may obtain a security freeze on your credit report, free of charge, to protect your privacy and ensure that credit is not granted in your name without your knowledge. You may also submit a declaration of removal to remove information placed in your credit report as a result of being a victim of identity theft. You have a right to place a security freeze on your credit report, free of charge, or submit a declaration of removal pursuant to the Fair Credit Reporting and Identity Security Act.

The security freeze will prohibit a consumer reporting agency from releasing any information in your credit report without your express authorization or approval. The security freeze is designed to prevent credit, loans, and services from being approved in your name without your consent. When you place a security freeze on your credit report, you will be provided with a personal identification number, password, or similar device to use if you choose to remove the freeze on your credit report or to temporarily authorize the release of your credit report to a specific party or parties or for a specific period of time after the freeze is in place.

To place a security freeze on your credit report, you may be able to use an online process, an automated telephone line, or a written request to any of the three credit reporting agencies listed above. 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

<sup>1</sup> Offline members will be eligible to call for additional reports quarterly after enrolling

<sup>2</sup> The Identity Theft Insurance is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

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, and display your name, current mailing address, and the date of issue.

**For New Mexico residents:** You may obtain a security freeze on your credit report to protect your privacy and ensure that credit is not granted in your name without your knowledge. You may submit a declaration of removal to remove information placed in your credit report as a result of being a victim of identity theft. You have a right to place a security freeze on your credit report or submit a declaration of removal pursuant to the Fair Credit Reporting and Identity Security Act.

**Federal Trade Commission and State Attorneys General Offices.** If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should immediately contact the Federal Trade Commission and/or the Attorney General's office in your home state. You may also contact these agencies for information on how to prevent or avoid identity theft.

You may contact the **Federal Trade Commission**, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580, [www.ftc.gov/bcp/edu/microsites/idtheft/](http://www.ftc.gov/bcp/edu/microsites/idtheft/), 1-877-IDTHEFT (438- 4338).

**For Alabama Residents:** You may contact the Attorney General's Office for the State of Alabama, Consumer Protection Division, 501 Washington Avenue, Montgomery, AL 36104, [www.oag.state.md.us](http://www.oag.state.md.us), 1-800-392-5658.

**For District of Columbia Residents:** You may contact the District of Columbia Office of the Attorney General, 400 6th Street NW, Washington, D.C. 20001, [consumer.protection@dc.gov](mailto:consumer.protection@dc.gov), (202) 442-9828.

**For Illinois Residents:** You may contact the Illinois Office of the Attorney General, 100 West Randolph Street, Chicago, IL 60601, [https://illinoisattorneygeneral.gov/about/email\\_ag.jsp](https://illinoisattorneygeneral.gov/about/email_ag.jsp), 1-800- 964-3013.

**For Iowa Residents:** You may contact the Iowa Office of the Attorney General, 1305 E. Walnut Street, Des Moines IA 50319, [consumer@ag.iowa.gov](mailto:consumer@ag.iowa.gov), 1-888-777-4590.

**For Kansas Residents:** You may contact the Kansas Office of the Attorney General, Consumer Protection Division, 120 SW 10th Ave, 2nd Floor, Topeka, KS 66612-1597, <https://ag.ks.gov/>, 1-800- 432-2310.

**For Kentucky residents:** You may contact the Kentucky Office of the Attorney General, Consumer Protection Division, 1024 Capital Center Drive, Suite 200, Frankfort, Kentucky 40601, [www.ag.ky.gov](http://www.ag.ky.gov), 1-800-804-7556.

**For Maryland Residents:** You may contact the Maryland Office of the Attorney General, Consumer Protection Division, 200 St. Paul Place, Baltimore, MD 21202, [www.oag.state.md.us](http://www.oag.state.md.us), 1-888-743- 0023.

**For Minnesota Residents:** You may contact the Minnesota Office of the Attorney General, Consumer Protection Division, 200 St. Paul Place, Baltimore, MD 21202, [www.oag.state.md.us](http://www.oag.state.md.us), 1-888-743- 0023.

**For Missouri Residents:** You may contact the Missouri Office of the Attorney General, Consumer Protection, 207 W. High St., P.O. Box 899, Jefferson City, MO 65102, [www.ago.mo.gov](http://www.ago.mo.gov), 1-800-392- 8222.

**For New Mexico Residents:** You may contact the New Mexico Office of the Attorney General, Consumer Protection Division, 408 Galisteo Street, Villagra Building, Santa Fe, NM 87501, [www.nmag.gov](http://www.nmag.gov), 1-844-255-9210.

**For New York Residents:** You may contact the New York Office of the Attorney General, Office of the Attorney General, The Capitol, Albany, NY 12224-0341, <https://ag.ny.gov>, 1-800-771-7755.

**For North Carolina Residents:** You may contact the North Carolina Office of the Attorney General, Consumer Protection Division, 9001 Main Service Center, Raleigh, NC 27699-9001, [www.ncdoj.gov](http://www.ncdoj.gov), 1-877-566-7266.

**For Rhode Island Residents:** You may contact the Rhode Island Office of the Attorney General, Consumer Protection Division, 150 South Main Street, Providence, RI 02903, [www.riag.ri.gov](http://www.riag.ri.gov), 1- 401-274-4400.

**For Texas Residents:** You may contact the Texas Office of the Attorney General, Office of the Attorney General, PO Box 12548, Austin, TX 78711-2548, [www.texasattorneygeneral.gov](http://www.texasattorneygeneral.gov), 1-800- 621-0508.

Reporting of identity theft and obtaining a police report. You have the right to obtain any police report filed in the United States in regard to this incident. If you are the victim of fraud or identity theft, you also have the right to file a police report.

**For Iowa residents:** You are advised to report any suspected identity theft to law enforcement or to the Iowa Attorney General.

**For Massachusetts residents:** You have the right to obtain a police report if you are a victim of identity theft.

**For North Carolina Residents:** You are advised to report any suspected identity theft to law enforcement or to the North Carolina Attorney General.

**For Oregon residents:** You are advised to report any suspected identity theft to law enforcement, the Federal Trade Commission, and the Oregon Attorney General.

**For Rhode Island residents:** Under Rhode Island law, you have the right to obtain any police report filed in regard to this incident.