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May 3, 2022

Via Web Portal

Attorney General Brian E. Frosh
Office of the Attorney General
Attn: Security Breach Notification
200 St. Paul Place
Baltimore, MD 21202
Fax: (410) 576-6566

Re: Notice of Data Security Incident

Dear Attorney General Frosh:

Lewis Brisbois Bisgaard & Smith LLP ("Lewis Brisbois") represents National Association for Home Care & Hospice ("NAHC") in connection with a recent data security incident described in greater detail below.

1. Nature of the security incident.

On March 3, 2022, NAHC discovered that it had experienced an incident disrupting access to certain of its systems. In response, NAHC took immediate steps to secure its systems and promptly launched an investigation. In so doing, NAHC engaged independent digital forensics and incident response experts to determine what happened and to identify any information that may have been accessed or acquired without authorization as a result. On April 6, 2022, NAHC learned that personal information belonging to certain individuals associated with NAHC may have been impacted in connection with the incident. NAHC then took steps to identify current mailing addresses in order to effectuate notification to potentially impacted individuals.

The information that may have been accessible by the malicious actor(s) responsible for this incident includes the individuals' name and Social Security numbers.

2. Number of Maryland residents affected.

NAHC notified nine (9) Maryland residents of this incident via first class U.S. mail on May 3, 2022. A sample copy of the notification letter is included with this correspondence.

3. Steps taken relating to the Incident.

As soon as NAHC discovered this incident, NAHC notified the Federal Bureau of Investigation and took steps to secure its systems and launched an investigation to determine what happened and whether personal information had been accessed or acquired without authorization. NAHC has also implemented additional safeguards to help ensure the security of its systems and to reduce the risk of a similar incident occurring in the future.

NAHC has established a toll-free call center through IDX, a leader in risk mitigation and response, to answer any questions about the incident and address related concerns. In addition, while NAHC is not aware of the misuse of any information as a result of this incident, out of an abundance of caution, NAHC is also providing complimentary identity protection services to notified individuals.

4. Contact information.

NAHC remains dedicated to protecting the personal information in its control. If you have any questions or need additional information, please do not hesitate to contact Lewis Brisbois.

Best regards,

Maria Efaplatidis of
LEWIS BRISBOIS BISGAARD & SMITH LLP

Enclosure: Sample Notification Letter

National Association for Home Care & Hospice
10300 SW Greenburg Rd. Suite 570
Portland, OR 97223



To Enroll, Please Call:
1-800-939-4170
Or Visit:
[https://app.idx.us/account-
creation/protect](https://app.idx.us/account-creation/protect)
Enrollment Code: <<XXXXXXXXXX>>

<<First Name>> <<Last Name>>

<<Address1>> <<Address2>>

<<City>>, <<State>> <<Zip>>

May 3, 2022

Re: Notice of Data Security Incident

Dear <<First Name>> <<Last Name>>,

We are writing to notify you about a data security incident that may have impacted your personal information. National Association for Home Care & Hospice (“NAHC”) is a nonprofit organization representing home care and hospice organizations based in Washington, D.C. We take the privacy and security of your personal information very seriously. We want to inform you of this incident and about steps that can be taken to help safeguard your personal information, and offer you complimentary credit monitoring and identity theft restoration services.

What Happened? On March 3, 2022, we learned of unusual activity affecting certain computer systems. We immediately launched an internal review and enlisted the assistance of cybersecurity and other experts to investigate the matter. That investigation subsequently determined that there was unauthorized access to certain NAHC systems. After a comprehensive analysis, which was completed on April 6, 2022, we determined that some of your information resided on the affected systems and may have been impacted. While we are unaware of any fraud resulting from this incident, we are providing you with this notification to help protect your personal information.

What Information Was Involved? The information that was located on the impacted systems includes your name and Social Security Number. We are notifying you now out of an abundance of caution.

What We Are Doing. As soon as we discovered this incident, we launched an investigation and took steps to secure our environment, including by implementing enhanced security measures to help prevent a similar incident from occurring in the future. We also notified the Federal Bureau of Investigation and will fully cooperate with any investigation. Additionally, we are providing you with information on steps you can take to help protect your personal information, and offering you identity monitoring and protection services through IDX, a data security and recovery services expert. Your complimentary IDX identity monitoring and protection services include: credit and CyberScan monitoring, a \$1,000,000 insurance reimbursement policy, and fully managed identity theft recovery services. Additional information about these services is included with this letter. To take advantage of these services, you must follow the instructions in this letter to enroll.

What You Can Do. Please review the recommendations included in this letter to help protect your personal information. You can also enroll in the IDX identity monitoring and protection services being provided to you, at no cost, through IDX. To enroll, please visit the IDX website at <https://app.idx.us/account-creation/protect> or call 1-800-939-4170 and provide your enrollment code located at the top of this page. Please note that the deadline to enroll is August 3, 2022. Additional information describing the IDX identity monitoring and protection services, along with other recommendations to protect your personal information, is included with this letter.

National Association for Home Care & Hospice
228 7th St SE, Washington, DC 20003
202-547-7424

For More Information. If you have any questions or need assistance, please call 1-800-939-4170 Monday through Friday from 9:00 am to 9:00 pm Eastern Time. Our representatives are fully versed on this incident and can answer any questions you may have regarding how to help safeguard your personal information.

Thank you for your patience and understanding. 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,

A handwritten signature in black ink, appearing to read "Bill Dombi". The signature is fluid and cursive, with the first name "Bill" and last name "Dombi" clearly distinguishable.

Bill Dombi
President
NAHC

Additional Steps You Can Take to Protect Your 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 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 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).

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 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 also can contact one of the following three national credit reporting agencies:

Equifax

P.O. Box 105851
Atlanta, GA 30348
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 Alert: You may want to consider placing a fraud alert on your credit report. An initial fraud alert is free and will stay on your credit file for at least one year. 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. 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>.

Security Freeze: You have the right to put a security freeze on your credit file for up to one year at no cost. This 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. 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.

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.

Federal Trade Commission

600 Pennsylvania Ave, NW Washington, DC 20580
consumer.ftc.gov, and www.ftc.gov/idtheft
1-877-438-4338

You also have certain rights under the Fair Credit Reporting Act (FCRA): These rights include 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; as well as other rights. For more information about the FCRA, and your rights pursuant to the FCRA, please visit <https://www.consumer.ftc.gov/articles/pdf-0096-fair-credit-reporting-act.pdf>.



Enrollment in IDX Identity Protection

Website and Enrollment. Please visit <https://app.idx.us/account-creation/protect> and follow the instructions for enrollment using your Enrollment Code included with this letter.

Activate the credit monitoring provided as part of your IDX membership. The monitoring included in the membership must be activated to be effective. Note: You must have established credit and access to a computer and the internet to use this service. If you need assistance, IDX will be able to assist you.

Telephone. Contact IDX at 1-800-939-4170 to speak with knowledgeable representatives about the appropriate steps to take to protect your credit identity.

This IDX enrollment will include enrollment into:

SINGLE BUREAU CREDIT MONITORING - Monitoring of credit bureau for changes to the member's credit file such as new credit inquiries, new accounts opened, delinquent payments, improvements in the member's credit report, bankruptcies, court judgments and tax liens, new addresses, new employers, and other activities that affect the member's credit record.

CYBERSCAN™ - Dark Web monitoring of underground websites, chat rooms, and malware, 24/7, to identify trading or selling of personal information like SSNs, bank accounts, email addresses, medical ID numbers, driver's license numbers, passport numbers, credit and debit cards, phone numbers, and other unique identifiers.

IDENTITY THEFT INSURANCE - Identity theft insurance will reimburse members for expenses associated with restoring their identity should they become a victim of identity theft. If a member's identity is compromised, the policy provides coverage for up to \$1,000,000, with no deductible, from an A.M. Best "A-rated" carrier. Coverage is subject to the terms, limits, and/or exclusions of the policy.

FULLY-MANAGED IDENTITY RECOVERY - IDX fully-managed recovery service provides restoration for identity theft issues such as (but not limited to): account creation, criminal identity theft, medical identity theft, account takeover, rental application, tax fraud, benefits fraud, and utility creation. This service includes a complete triage process for affected individuals who report suspicious activity, a personally assigned IDX Specialist to fully manage restoration of each case, and expert guidance for those with questions about identity theft and protective measures.