

To whom it may concern,

This office serves as breach counsel for Capital Youth Services d/b/a Rathbone & Associates. Please accept this formal notice of a data security incident regarding Capital Youth Services d/b/a Rathbone & Associates (“the Clinic”). A sample notification is attached with this notice. This incident occurred on February 22, 2023 when an employee sent an interoffice email including the names, emails and dates of birth of seven (7) patients. Unknowingly, and mistakenly, one of said patients was copied on the email. This was discovered on February 26, 2023. The following day, the Clinic notified the Secretary of the Department of Health and Human Services and the patients, via email. The unintended recipient confirmed permanent deletion of the email. Of those impacted, five (5) are Maryland residents.

The Clinic has since sought to adopt a secure therapy portal so that all protected communication between patients and employees, and between employees, will occur securely on the portal/platform. Additionally, and out of an abundance of caution, the Clinic is providing the seven patients with 12-months of complimentary credit monitoring services through Experian. These notifications were mailed on March 22, 2023.

Should you have any questions, please feel free to contact me.

Best,
John



John A. Darminio
Senior Counsel

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RATHBONE & ASSOCIATES

CHILD AND ADOLESCENT PSYCHOTHERAPY

[Insert Recipient's Name]

[Insert Address]

[Insert City, State, Zip]

RE: Important Security Notification
Please read this entire letter.

Dear [Name]:

Notice of Data Incident

We are writing to inform you of an incident that has affected some of your personal information. While there is no indication your personal information identified was used, please accept this formal notice of the incident.

What Happened

On February 22, 2023, an employee of Rathbone & Associates ("the Clinic") sent an interoffice email containing client information. On February 26, 2023, the Clinic discovered that an external recipient, who happens to be a client of the Clinic, was mistakenly copied on the email.

On February 27, 2023, the Clinic notified you of this incident by email and notified the Secretary of the Department of Health and Human Services. Additionally, the unintended recipient of the email was contacted and asked to permanently delete the email. The unintended recipient confirmed permanent deletion of the email.

What Information Was Involved

The email at issue contained your name, date of birth and email address.

What We Are Doing

Please be assured that we have taken every step necessary to address the incident and ensure it will not happen again. We take our obligation to safeguard the information we receive seriously. The Clinic is adopting a secure therapy portal so that all protected communication between you and our employees, and between employees, will occur securely on the platform.

What You Can Do

To help protect your identity, we are offering complimentary access to Experian IdentityWorksSM for 12 months.

www.rathbone.info

5942 Hubbard Drive ■ Rockville, Maryland 20852 ■ 301-230-9490
4701 Sangamore Road, Suite 210N ■ Bethesda, Maryland 20816 ■ 301-229-9490

If you believe there was fraudulent use of your information as a result of this incident and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent. If, after discussing your situation with an agent, it is determined that identity restoration support is needed then an Experian Identity Restoration agent is available to work with you to investigate and resolve each incident of fraud that occurred from the date of the incident (including, as appropriate, helping you with contacting credit grantors to dispute charges and close accounts; assisting you in placing a freeze on your credit file with the three major credit bureaus; and assisting you with contacting government agencies to help restore your identity to its proper condition).

Please note that Identity Restoration is available to you for 12 months from the date of this letter and does not require any action on your part at this time. The Terms and Conditions for this offer are located at www.ExperianIDWorks.com/restoration.

While identity restoration assistance is immediately available to you, we also encourage you to activate the fraud detection tools available through Experian IdentityWorks as a complimentary 12-month membership. This product provides you with superior identity detection and resolution of identity theft. To start monitoring your personal information, please follow the steps below:

- Ensure that you **enroll by June 30, 2023** (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/credit>
- Provide your **activation code**:

If you have questions about the product, need assistance with Identity Restoration that arose as a result of this incident or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at (877) 288-8057 by June 30, 2023. Be prepared to provide engagement number [engagement number] as proof of eligibility for the Identity Restoration services by Experian.

ADDITIONAL DETAILS REGARDING YOUR 12-MONTH EXPERIAN IDENTITYWORKS MEMBERSHIP

A credit card is not required for enrollment in Experian IdentityWorks. You can contact Experian immediately regarding any fraud issues, and have access to the following features once you enroll in Experian IdentityWorks:

- **Experian credit report at signup:** See what information is associated with your credit file. Daily credit reports are available for online members only.*
- **Credit Monitoring:** Actively monitors Experian file 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.
- **\$1 Million Identity Theft Insurance**:** Provides coverage for certain costs and unauthorized electronic fund transfers.

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Please review the following *Information about Identity Theft Protection* for additional steps on how to protect against identity theft and fraud. Given the nature of the information in the email, most of the information below is provided to you only as guidance.

Information about Identity Theft Protection

Monitor Your Personal Health Information

We recommend that you regularly review the explanation of benefits statement that you receive from your insurer. If you see any service that you believe you did not receive, please contact your insurer at the number on the statement. If you do not receive the regular explanation of benefits statements, contact your provider and request them to send such statements following the provision of services in your name or number.

You may want to order copies of your credit reports and check for any medical bills that you do not recognize. If you find anything suspicious, call the credit reporting agency at the phone number on the report. Keep a copy of this notice for your records in case of future problems with your medical records. You may also want to request a copy of your medical records from your provider, to serve as a baseline.

Monitor Your Accounts

We recommend that you regularly review statements from your accounts and periodically obtain your credit report from one or more of the national credit reporting companies. You may obtain a free copy of your credit report online at www.annualcreditreport.com, by calling toll-free 1-877-322-8228, or by mailing an Annual Credit Report Request Form (available at www.annualcreditreport.com) to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281. You may also purchase a copy of your credit report by contacting one or more of the three national credit reporting agencies listed below.

Equifax®
P.O. Box 740241
Atlanta, GA 30374-0241
1-800-685-1111
www.equifax.com

Experian
P.O. Box 9701
Allen, TX 75013-9701
1-888-397-3742
www.experian.com

TransUnion®
P.O. Box 1000
Chester, PA 19016-1000
1-800-888-4213
www.transunion.com

When you receive your credit reports, review them carefully. Look for accounts or creditor inquiries that you did not initiate or do not recognize. Look for information, such as home address and Social Security number that is not accurate. If you see anything you do not understand, call the credit reporting agency at the telephone number on the report.

Credit Freeze

You have the right to put a security freeze, also known as a credit freeze, on your credit file, so that no new credit can be opened in your name without the use of a Personal Identification Number (PIN) that is issued to you when you initiate a freeze. A credit freeze 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 access your credit report unless you temporarily lift the freeze. Therefore, using a credit freeze may delay your ability to obtain credit. Pursuant to

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federal law, you cannot be charged to place or lift a credit freeze on your credit report. Should you wish to place a credit freeze, please contact all three major consumer reporting agencies listed below.

Equifax	Experian	TransUnion
P.O. Box 105788	P.O. Box 9554	P.O. Box 2000
Atlanta, GA 30348-5788	Allen, TX 75013-9554	Chester, PA 19016-2000
1-800-685-1111	1-888-397-3742	1-888-909-8872
www.equifax.com/personal/ credit-report-services	www.experian.com/ freeze/center.html	www.transunion.com/ credit-freeze

You must separately place a credit freeze on your credit file at each credit reporting agency. The following information should be included when requesting a credit freeze:

- 1) Full name, with middle initial and any suffixes;
- 2) Social Security number;
- 3) Date of birth (month, day, and year);
- 4) Current address and previous addresses for the past five (5) years;
- 5) Proof of current address, such as a current utility bill or telephone bill;
- 6) Other personal information as required by the applicable credit reporting agency;

If you request a credit freeze online or by phone, then the credit reporting agencies have one (1) business day after receiving your request to place a credit freeze on your credit file report. If you request a lift of the credit freeze online or by phone, then the credit reporting agency must lift the freeze within one (1) hour. If you request a credit freeze or lift of a credit freeze by mail, then the credit agency must place or lift the credit freeze no later than three (3) business days after getting your request.

Fraud Alerts

You also have the right to place an initial or extended fraud alert on your file at no cost. An initial fraud alert lasts 1-year and is placed on a consumer's credit file. Upon seeing a fraud alert display on a consumer's credit file, a business is required to take steps to verify the consumer's identity before extending new credit. If you are a victim of identity theft, you are entitled to an extended fraud alert, which is a fraud alert lasting 7 years. Should you wish to place a fraud alert, please contact any one of the agencies listed below. The agency you contact will then contact the other two credit agencies.

Equifax	Experian	TransUnion
P.O. Box 105788	P.O. Box 9554	P.O. Box 2000
Atlanta, GA 30348-5788	Allen, TX 75013-9554	Chester, PA 19016-2000
1-888-766-0008	1-888-397-3742	1-800-680-7289
www.equifax.com/personal/ credit-report-services	www.experian.com/ fraud/center.html	www.transunion.com/fraud- victim-resource/place-fraud- alert

Free Credit Report. It is recommended that you remain vigilant by reviewing account statements and monitoring your credit report for unauthorized activity, especially activity that may indicate

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fraud and identity theft. You may obtain a copy of your credit report, free of charge, once every 12 months from each of the three nationwide credit reporting agencies.

To order your annual free credit report please visit 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) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281.

Additional Information

You can further educate yourself regarding identity theft and the steps you can take to protect yourself, by contacting your state Attorney General or the Federal Trade Commission. Instances of known or suspected identity theft should be reported to law enforcement, your Attorney General, and the FTC.

The Federal Trade Commission

600 Pennsylvania Avenue, NW
Washington, DC 20580
1-877-ID-THEFT (1-877-438-4338)
TTY: 1-866-653-4261
www.ftc.gov/idtheft

District of Columbia Residents: The Attorney General can be contacted at Office of Attorney General, 400 6th Street NW, Washington, D.C. 20001, (202)727-3400; or www.oag.dc.gov.

Maryland Residents: The Attorney General can be contacted at Office of Attorney General, 200 St. Paul Place, Baltimore, Maryland 21202; (888) 743-0023; or www.marylandattorneygeneral.gov.

For More Information

We sincerely regret any inconvenience or concern caused by this incident. Should you have questions regarding this matter, please do not hesitate to contact the Clinic at (301) 229-9490 or by email at britt@dbtdmv.com.

Sincerely,

Britt Rathbone, *LCSW-C, CGP, BCD*
Founder and Director
Capital Youth Services d/b/a Rathbone & Associates

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