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October 4, 2023

VIA E-MAIL

Office of the Attorney General
Attn: Security Breach Notification
200 St. Paul Place
Baltimore, MD 21202
E-mail: idtheft@oag.state.md.us

Re: Notice of Data Event

To Whom It May Concern:

We represent Healix Infusion Therapy, LLC (“Healix”) located at 14140 Southwest Freeway, Suite 400, Sugar Land, Texas 77478, and are writing to notify your office of an incident that may affect the security of certain personal information relating to three (3) Maryland residents. The investigation into this matter is ongoing, and this notice will be supplemented with any new significant facts learned subsequent to its submission. By providing this notice, Healix does not waive any rights or defenses regarding the applicability of Maryland law, the applicability of the Maryland data event notification statute, or personal jurisdiction.

Nature of the Data Event

On or about September 12, 2023, Healix became aware of suspicious activity on its computer network. In response, Healix took steps to secure its network and launched an investigation to determine the full nature and scope of the event.

The investigation, which is ongoing, identified that certain files were copied from Healix’s network by an unauthorized individual between September 8, 2023 and September 12, 2023. After identifying that certain files were copied, Healix undertook a review to determine the contents of the files, and the extent to which they may have contained sensitive information. On September 25, 2023, Healix identified that employee records were contained within the files. Healix continues to conduct a detailed review of the contents of the files to identify any personal information contained therein and to whom it relates. However, in an abundance of caution, Healix worked to notify currently known potentially impacted individuals of this event as quickly as possible.

The information that could have been subject to unauthorized access includes name, Social Security number, driver's license/state identification number, and/or financial account information.

Notice to Maryland Residents

On or about October 4, 2023, Healix provided written notice of this incident to three (3) Maryland residents. Written notice is being provided in substantially the same form as the letter attached here as ***Exhibit A***.

Other Steps Taken and To Be Taken

Upon discovering the event, Healix moved quickly to investigate and respond to the event, assess the security of Healix systems, and identify potentially affected individuals. These efforts are ongoing. Further, Healix notified federal law enforcement regarding the event. Healix is reviewing its existing security policies and has implemented additional cybersecurity measures to further protect against similar events moving forward. Healix is providing access to credit monitoring services for twenty-four (24) months, through Experian, to individuals whose personal information was potentially affected by this event, at no cost to these individuals.

Additionally, Healix is providing impacted individuals with guidance on how to better protect against identity theft and fraud. This includes information on how to place a fraud alert and security freeze on one's credit file, the contact details for the national consumer reporting agencies, information on how to obtain a free credit report, a reminder to remain vigilant for incidents of fraud and identity theft by reviewing account statements and monitoring free credit reports, and encouragement to contact the Federal Trade Commission, their state Attorney General, and law enforcement to report attempted or actual identity theft and fraud.

Healix is also providing written notice of this incident to relevant state regulators, as necessary.

Contact Information

Should you have any questions regarding this notification or other aspects of the data security event, please contact us at (267) 930-4775.

Very truly yours,

A handwritten signature in black ink, appearing to read 'C DiIenno', with a stylized flourish at the end.

Christopher J. DiIenno of
MULLEN COUGHLIN LLC

CJD/scs
Enclosure

EXHIBIT A



Return Mail Processing
PO Box 999
Suwanee, GA 30024

111 *****AUTO**MIXED AADC 300

SAMPLE A. SAMPLE - L01

APT ABC



123 ANY ST

ANYTOWN, US 12345-6789



October 4, 2023

[Extra1]

Dear Sample A. Sample:

We write to inform you about an event that may involve some of your information, our response, and resources available to you to help protect your personal information should you feel it is appropriate to do so.

What Happened? On or about September 12, 2023, we became aware of suspicious activity on our computer network. We immediately took steps to secure our network and launched an investigation to determine the full nature and scope of the event. Through the investigation, which is ongoing, we identified that certain files were copied from our network by an unknown unauthorized person between September 8th and September 12th. After identifying that the files were copied, we undertook a comprehensive review to determine their contents, and to whom they were related, in order to notify potentially affected individuals. On September 25th we identified and determined that certain employee records were contained within the files for certain individuals.

What Information Was Involved? We are notifying you out of an abundance of caution, as your information may have been contained among the records at the time of the event. Unfortunately, we are unable to confirm that specific information related to you was impacted, but the potentially impacted files may include one or more of the following data elements, your: name, address, Social Security number, driver's license/state identification number, and/or financial account information.

What We Are Doing. Upon becoming aware of this event, we immediately took steps to confirm the security of our network and investigate the nature and scope of this event. We are reviewing our existing security policies and have implemented additional cybersecurity measures to further protect against similar events moving forward. We have also notified federal law enforcement of this event. Additionally, we are offering all potentially impacted individuals the credit monitoring and identity theft protection services set forth in this letter.

What You Can Do. We encourage you to remain vigilant against incidents of identity theft and fraud by reviewing your account statements and monitoring your free credit reports for suspicious activity and to detect errors. We also recommend you review the attached "Steps You Can Take To Help Protect Your Information." As an added precaution, we are providing you with access to 24 months of credit monitoring and identity theft protection services through Experian, at no cost to you. Enrollment instructions for the free monitoring services are on the next page of this letter. You are not required to participate in this free monitoring; however, we encourage you to enroll in these services as we are unable to do so on your behalf.

For More Information. We understand that you may have questions about this event that are not addressed in this letter. If you have additional questions, please call our dedicated assistance line at 833-541-1165 toll-free Monday through Friday from 8 am – 10 pm Central, or Saturday and Sunday from 10 am – 7 pm Central, excluding major U.S. holidays. Be prepared to provide engagement number B105629. You may also write to us at securityincident@healix.net or, Healix Infusion Therapy, LLC, Attn: Security Incident, 14140 SW Freeway, Suite 400, Sugar Land, TX 77478. We take this event very seriously and sincerely regret any inconvenience or concern this may cause you.

Sincerely,

Brit Pim
CEO
Healix Infusion Therapy, LLC

STEPS YOU CAN TAKE TO HELP PROTECT YOUR INFORMATION

Enroll in Monitoring Services

To help protect your identity, we are offering a complimentary 24-month membership of Experian's IdentityWorksSM. 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:

- Ensure that you **enroll by**: January 31, 2024 (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/credit>
- Provide your **activation code**: ABCDEFGHI

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 833-541-1165 by January 31, 2024. Be prepared to provide engagement number **B105629** as proof of eligibility for the identity restoration services by Experian.

Additional Details Regarding Your 24-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.¹
- **Credit Monitoring:** Actively monitors Experian file for indicators of fraud.
- **Identity Restoration:** Identity Restoration agents are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARETM:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **Up to \$1 Million Identity Theft Insurance²:** Provides coverage for certain costs and unauthorized electronic fund transfers.

If you believe there was fraudulent use of your information and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent at 833-541-1165. 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 (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 this Identity Restoration support is available to you for 24 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. You will also find self-help tips and information about identity protection at this site.

¹ Offline members will be eligible to call for additional reports quarterly after enrolling.

² 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.

Monitor Your Accounts

Under U.S. law, a consumer is entitled to one free credit report annually from each of the three major credit reporting bureaus, Equifax, Experian, and TransUnion. To order a free credit report, visit www.annualcreditreport.com or call, toll-free, 1-877-322-8228. Consumers may also directly contact the three major credit reporting bureaus listed below to request a free copy of their credit report.

Consumers have the right to place an initial or extended “fraud alert” on a credit file at no cost. An initial fraud alert is a 1-year alert that 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 consumers are the victim of identity theft, they are entitled to an extended fraud alert, which is a fraud alert lasting seven years. Should consumers wish to place a fraud alert, please contact any of the three major credit reporting bureaus listed below.

As an alternative to a fraud alert, consumers have the right to place a “credit freeze” on a credit report, which will prohibit a credit bureau from releasing information in the credit report without the consumer’s express authorization. The credit freeze is designed to prevent credit, loans, and services from being approved in a consumer’s name without consent. However, consumers should be aware that using a credit freeze to take control over who gets access to the personal and financial information in their credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application they make regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, consumers cannot be charged to place or lift a credit freeze on their credit report. To request a credit freeze, individuals may need to provide some or all of the following information:

1. Full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security number;
3. Date of birth;
4. Addresses for the prior two to five years;
5. Proof of current address, such as a current utility bill or telephone bill;
6. A legible photocopy of a government-issued identification card (state driver’s license or ID card, etc.); and
7. A copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft if they are a victim of identity theft.

Should consumers wish to place a credit freeze or fraud alert, please contact the three major credit reporting bureaus listed below:

Equifax	Experian	TransUnion
https://www.equifax.com/personal/credit-report-services/	https://www.experian.com/help/	https://www.transunion.com/credit-help
1-888-298-0045	1-888-397-3742	1-800-916-8800
Equifax Fraud Alert, P.O. Box 105069 Atlanta, GA 30348-5069	Experian Fraud Alert, P.O. Box 9554, Allen, TX 75013	TransUnion Fraud Alert, P.O. Box 2000, Chester, PA 19016
Equifax Credit Freeze, P.O. Box 105788 Atlanta, GA 30348-5788	Experian Credit Freeze, P.O. Box 9554, Allen, TX 75013	TransUnion Credit Freeze, P.O. Box 160, Woodlyn, PA 19094

Additional Information

Consumers may further educate themselves regarding identity theft, fraud alerts, credit freezes, and the steps they can take to protect your personal information by contacting the consumer reporting bureaus, the Federal Trade Commission, or their state Attorney General. The Federal Trade Commission may be reached at: 600 Pennsylvania Avenue NW, Washington, D.C. 20580; www.identitytheft.gov; 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. Consumers can obtain further information on how to file such a complaint by way of the contact information listed above. Consumers have the right to file a police report if they ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, consumers will likely need to provide some proof that they have been

a victim. Instances of known or suspected identity theft should also be reported to law enforcement and the relevant state Attorney General. This notice has not been delayed by law enforcement.

For Maryland residents, the Maryland Attorney General may be contacted at: 200 St. Paul Place, 16th Floor, Baltimore, MD 21202; 1-410-576-6300 or 1-888-743-0023; and <https://www.marylandattorneygeneral.gov/>.

For New York residents, the New York Attorney General may be contacted at: Office of the Attorney General, The Capitol, Albany, NY 12224-0341; 1-800-771-7755; or <https://ag.ny.gov>.

For North Carolina residents, the North Carolina Attorney General may be contacted at: 9001 Mail Service Center, Raleigh, NC 27699-9001; 1-877-566-7226 or 1-919-716-6000; and www.ncdoj.gov.

For Rhode Island residents, the Rhode Island Attorney General may be reached at: 150 South Main Street, Providence, RI 02903; www.riag.ri.gov; and 1-401-274-4400. Under Rhode Island law, individuals have the right to obtain any police report filed in regard to this event. There is approximately 1 Rhode Island resident that may be impacted by this event.