

To Whom It May Concern:

We are writing to notify you that The Institute for Functional Medicine (IFM) has experienced a data security incident. On May 22, 2024, an attacker obtained the credentials for an employee's account with administrative privileges and used that account on our website in order to add a script to a field in the "Head Settings" area of our website's configuration in WordPress. The script at issue inhibited our customers' ability to use the "Checkout" button when processing a purchase if a card was saved on file, but allowed for an order to be placed if a new credit card was added on the checkout page. Submitting an order in this manner caused the victim's computer to reach out to two foreign servers, once to send encrypted data and again to "check in". The sending of the encrypted data was always met with a 404 "Not Found" response by the receiving, suspicious domain. These foreign servers are registered and/or located in Latvia and Russia.

On May 29, the script had been fully identified, located, and removed from the site. On May 30, a compromised employee account had been identified, and was consequently stripped of administrative privileges and its password was reset. We have informed affected individuals of the breach via email, and are in the processing of mailing formal notifications.

The malicious software may have compromised credit card information as well as name, address, telephone number, and email addresses for ten Maryland residents.

On May 31, we reset all company employees' admin account passwords as a precaution. Since then, we have reduced the number of employees that are given administrative rights on our website. Later this year, we're moving off WordPress to a new website architecture, which will give us more flexibility with regards to security plugins/features for implementation. We are also planning to implement MFA on administrative user accounts and logging/auditing plugins, later this year.

We are attaching a copy of the form notification letter that we intend to send to the Maryland residents by June 28, 2024.

Please do not hesitate to contact me if you have any questions.

Sincerely,

Stephanie Sharkey  
Chief Operating Officer  
[stephaniesharkey@ifm.org](mailto:stephaniesharkey@ifm.org)  
1-235-661-3042

Sent on behalf of Stephanie Sharkey



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[DWT.COM](http://DWT.COM)





June 26, 2024



## NOTICE OF DATA BREACH

Dear [REDACTED],

We are writing to notify you that the Institute for Functional Medicine (IFM) experienced a security incident that involves personal information about you.

**What Happened?** An attacker obtained the password for an employee's account, which the attacker used to add malicious software to our website. Between May 22 and May 29, 2024, the software potentially allowed the attacker to intercept purchase information if the purchase was made in that time frame. We discovered and removed the malicious software on May 29, 2024.

**What Information Was Involved?** The affected personal information may have included cardholder name and address, phone number, card number, expiration date and CVV, and information about the services purchased.

**What Are We Doing?** We have removed the malicious software from our website, and reset the credentials for the compromised account. We also have notified law enforcement of the attack. Notification has not been delayed due to a law enforcement investigation.

**What Can You Do?** Please review the "Further Steps and Contact List" information on the reverse side of this letter which identifies additional steps to take to protect your information. If you have additional questions or concerns about this incident, please call 800-228-0622 or email [info@ifm.org](mailto:info@ifm.org).

We take this incident seriously. We deeply regret any inconvenience this may cause you, and thank you for your understanding. We previously notified you by email on May 31, 2024, and we will **NOT** send you any further electronic communications regarding this incident and ask you to disclose any personal information.

Sincerely,

Amy R. Mack, MSES/MPA  
IFM Chief Executive Officer

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505 S. 336th Street, Suite 600 Federal  
Way, WA 98003 800.228.0622

[IFM.org](http://IFM.org)

## FURTHER STEPS YOU CAN TAKE TO PROTECT YOUR INFORMATION AND CONTACT LIST

**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 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 this form at <https://www.annualcreditreport.com/cra/requestformfinal.pdf>. You also can contact each one of the three national credit reporting agencies (contact information below).

**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 90 days. 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:** A security freeze 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. Under federal law, you may not be charged to place or remove a credit freeze.

**Police Report:** If you file a police report, you have the right to obtain a copy of it.

**Additional Free Resources on Identity Theft:** You can obtain information from the consumer reporting agencies, FTC (<https://www.identitytheft.gov/>) or from your respective state Attorney General about steps you can take toward preventing identity theft. You may report suspected identity theft to local law enforcement, including to the Federal Trade Commission or to the Attorney General in your state. You may want to contact your state Attorney General to obtain further information.

**Federal Trade Commission**  
600 Pennsylvania Ave,  
NW  
Washington, DC 20580  
[consumer.ftc.gov](http://consumer.ftc.gov), and  
[www.ftc.gov/idtheft](http://www.ftc.gov/idtheft)  
1-877-438-4338

**Oregon Attorney General**  
100 SW Market Street  
First Floor  
Tilikum Room  
Portland, OR 97201  
<https://www.doj.state.or.us/consumer-protection/>  
1-877-877-9392

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

**North Carolina Attorney General**  
9001 Mail Service Center  
Raleigh, NC 27699  
[ncdoj.gov](http://ncdoj.gov)  
1-877-566-7226

**Maryland Attorney General**  
200 St. Paul Place  
Baltimore, MD 21202  
<https://www.marylandattorneygeneral.gov/>  
Main number: 410-576-6300  
Toll-free: 1-888-743-0023  
Consumer Hotline: 410-528-8662

**Contact Information for Credit Reporting Agencies:**

|                                               | <b>Equifax</b>                                                                                                                                                                 | <b>Experian</b>                                                                                                                                  | <b>TransUnion</b>                                                                                                                                                                                  |
|-----------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>To obtain a copy of your credit report</b> | P.O. Box 740241<br>Atlanta, GA 30374<br>(866) 349-5191<br><a href="http://www.equifax.com">www.equifax.com</a>                                                                 | P.O. Box 4500<br>Allen, TX 75013<br>(888) 397-3742<br><a href="http://www.experian.com">www.experian.com</a>                                     | P.O. Box 1000<br>Chester, PA 19016<br>(800) 888-4213<br><a href="http://www.transunion.com">www.transunion.com</a>                                                                                 |
| <b>To obtain a security freeze</b>            | PO Box 105788<br>Atlanta, GA 30348<br>(800) 685-1111<br><a href="http://www.equifax.com/personal/credit-report-services">www.equifax.com/personal/credit-report-services</a>   | PO Box 9554<br>Allen, TX 75013<br>(888) 397-3742<br><a href="http://www.experian.com/freeze/center.html">www.experian.com/freeze/center.html</a> | P.O. Box 2000<br>Chester, PA 19016<br>(888) 909-8872<br><a href="http://www.transunion.com/credit-freeze">www.transunion.com/credit-freeze</a>                                                     |
| <b>To place a fraud alert</b>                 | P.O. Box 105069<br>Atlanta, GA 30348<br>(888) 766-0008<br><a href="http://www.equifax.com/personal/credit-report-services">www.equifax.com/personal/credit-report-services</a> | P.O. Box 2002<br>Allen, TX 75013<br>(888) 397-3742<br><a href="http://www.experian.com/fraud/center.html">www.experian.com/fraud/center.html</a> | P.O. Box 2000<br>Chester, PA 19016<br>(800) 680-7289<br><a href="http://www.transunion.com/fraud-victim-resource/place-fraud-alert">www.transunion.com/fraud-victim-resource/place-fraud-alert</a> |