



Administrative Offices

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LincolnFamilies.org

Subject: NOTICE OF POTENTIAL DATA BREACH

What Happened?	<p>We are writing with important information regarding a recent security incident. The privacy and security of the personal information we maintain is of the utmost importance to Lincoln Families. We wanted to provide you with information about the incident and let you know that we continue to take significant measures to protect your information.</p> <p>We recently discovered unauthorized access to our network occurred between February 10th and 11th. We immediately launched an investigation in consultation with outside cybersecurity professionals who regularly investigate and analyze these types of situations to analyze the extent of any compromise of the information on our network. Based on our comprehensive investigation, which is ongoing, we discovered on March 16th that a limited amount of information may have been viewed or removed from our network in connection with this incident between January 16th and February 11th.</p>
What Information Was Involved?	<p><u>At this time, we have no evidence your protected health information was among this information, as it was not stored in the compromised locations.</u> Nevertheless, out of an abundance of caution, we wanted to make you aware of the incident. In general the type of information we maintain for clients includes: social security number, name, date of birth, contact information, diagnosis and treatment progress.</p>
What We Are Doing:	<p>We regret that this incident occurred and want to assure you that we are reviewing and revising our procedures and practices to minimize any future risk. We implemented additional security measures to further protect our systems, including sophisticated endpoint detection and response tools to actively monitor our network. We rebuilt the on-premises infrastructure with the most up to date server software, created new admin accounts, enabled alerting to report on new network accounts created and deployed liongard, which tracks and alerts on any updates to systems and users . Moving forward, we will be scheduling a penetration test, performing a vulnerability assessment, deploying a new cloud backup solution and password management system. We will continue to use phishing campaigns and security awareness training, internal audits of privileged/admin accounts across all systems/applications and will maintain enforcement of multifactor authentication across our systems.</p>
What You Can Do:	<p>To date, we are not aware of any reports of identity fraud or improper use of your information as a direct result of this incident. Out of an abundance of caution, we wanted to make you aware of the incident and suggest steps that you should take to protect yourself. This letter provides precautionary measures you can take to protect your personal information, including placing a Fraud Alert and/or Security Freeze on your credit files, and/or obtaining a free credit report. Additionally, you should always remain vigilant in reviewing your financial account statements and credit reports for fraudulent or irregular activity on a regular basis. If you would like support in accessing a credit report or placing a fraud alert on your credit files, please contact <i>Silvia Verduzco</i> at incident_support@lincolnfamilies.org.</p>

	<p>Please accept our apologies that this incident occurred. We are committed to maintaining the privacy of personal information in our possession and have taken many precautions to safeguard it. We continually evaluate and modify our practices and internal controls to enhance the security and privacy of your personal information.</p>						
Other Important Information :	<p>If you are interested in getting a free fraud alert on your credit files, please contact Lincoln at (510) 273-4700.</p> <p>1.Placing a Fraud Alert on Your Credit File.</p> <p>We recommend that you place an initial one-year “Fraud Alert” on your credit files, at no charge. A fraud alert tells creditors to contact you personally before they open any new accounts. To place a fraud alert, call any <u>one</u> of the three major credit bureaus at the numbers listed below. As soon as one credit bureau confirms your fraud alert, they will notify the others.</p> <table><tr><td>Equifax P. O. Box 105788 Atlanta, GA 30348 https://www.equifax.com/personal/credit-report-services/credit-fraud-alerts/ (800) 525-6285</td><td>Experian P. O. Box 9554 Allen, TX 75013 https://www.experian.com/fraud/center.html (888) 397-3742</td><td>TransUnion P. O. Box 6790 Fullerton, CA 92834-6790 https://www.transunion.com/fraud-alerts (800) 680-7289</td></tr></table> <p>2. Consider Placing a Security Freeze on Your Credit File.</p> <p>If you are very concerned about becoming a victim of fraud or identity theft, you may request a “Security Freeze” be placed on your credit file, at no charge. A security freeze prohibits, with certain specific exceptions, the consumer reporting agencies from releasing your credit report or any information from it without your express authorization. You may place a security freeze on your credit report by contacting <u>all three</u> nationwide credit reporting companies at the numbers below and following the stated directions or by sending a request in writing, by mail, to <u>all three</u> credit reporting companies:</p> <table><tr><td>Equifax Security Freeze P.O. Box 105788 Atlanta, GA 30348 https://www.equifax.com/personal/credit-report-services/credit-freeze/ 1-800-349-9960</td><td>Experian Security Freeze P.O. Box 9554 Allen, TX 75013 http://experian.com/freeze 1-888-397-3742</td><td>TransUnion Security Freeze P.O. Box 2000 Chester, PA 19016 https://www.transunion.com/credit-freeze 1-888-909-8872</td></tr></table> <p>In order to place the security freeze, you’ll need to supply your name, address, date of birth, Social Security number and other personal information. After receiving your freeze request, each credit reporting company will send you a confirmation letter containing a unique PIN (personal identification number) or password. Keep the PIN or password in a safe place. You will need it if you choose to lift the freeze.</p> <p>If your personal information has been used to file a false tax return, to open an account or to attempt to open an account in your name or to commit fraud or other crimes against you, you may file a police report in the City in which you currently reside.</p> <p>3.Obtaining a Free Credit Report.</p> <p>Under federal law, you are entitled to one free credit report every 12 months from <u>each</u> of the above three major nationwide credit reporting companies. Call 1-877-322-8228 or request your free credit reports online at www.annualcreditreport.com. Once you receive your credit reports, review them for discrepancies. Identify any accounts you did not open or inquiries from creditors that you did not authorize. Verify all information is correct. If you have questions or notice incorrect information, contact the credit reporting company.</p> <p>4.Additional Helpful Resources.</p>	Equifax P. O. Box 105788 Atlanta, GA 30348 https://www.equifax.com/personal/credit-report-services/credit-fraud-alerts/ (800) 525-6285	Experian P. O. Box 9554 Allen, TX 75013 https://www.experian.com/fraud/center.html (888) 397-3742	TransUnion P. O. Box 6790 Fullerton, CA 92834-6790 https://www.transunion.com/fraud-alerts (800) 680-7289	Equifax Security Freeze P.O. Box 105788 Atlanta, GA 30348 https://www.equifax.com/personal/credit-report-services/credit-freeze/ 1-800-349-9960	Experian Security Freeze P.O. Box 9554 Allen, TX 75013 http://experian.com/freeze 1-888-397-3742	TransUnion Security Freeze P.O. Box 2000 Chester, PA 19016 https://www.transunion.com/credit-freeze 1-888-909-8872
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	<p>Even if you do not find any suspicious activity on your initial credit reports, the Federal Trade Commission (FTC) recommends that you check your credit reports periodically. Checking your credit report periodically can help you spot problems and address them quickly.</p> <p>If you find suspicious activity on your credit reports or have reason to believe your information is being misused, call your local law enforcement agency and file a police report. Be sure to obtain a copy of the police report, as many creditors will want the information it contains to absolve you of the fraudulent debts. You may also file a complaint with the FTC by contacting them on the web at www.ftc.gov/idtheft, by phone at 1-877-IDTHEFT (1-877-438-4338), or by mail at Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580. Your complaint will be added to the FTC's Identity Theft Data Clearinghouse, where it will be accessible to law enforcement for their investigations. In addition, you may obtain information from the FTC about fraud alerts and security freezes.</p> <p><u>5. Protecting Your Medical Information.</u></p> <p>As a general matter, the following practices can help to protect you from medical identity theft.</p> <ul style="list-style-type: none"> • Only share your health insurance cards with your health care providers and other family members who are covered under your insurance plan or who help you with your medical care. • Review your "explanation of benefits statement" which you receive from your health insurance company. Follow up with your insurance company or care provider for any items you do not recognize. If necessary, contact the care provider on the explanation of benefits statement and ask for copies of medical records from the date of the potential access (noted above) to current date. • Ask your insurance company for a current year-to-date report of all services paid for you as a beneficiary. Follow up with your insurance company or the care provider for any items you do not recognize.
For More Information :	For information about your medical privacy rights, you may visit the website of the California Department of Justice, Privacy Enforcement and Protection at https://oag.ca.gov/privacy
Agency Contact:	If you have any further questions regarding this incident, please email Silvia Verduzco at incident_support@lincolnfamilies.org during business hours Monday – Friday from 9am – 5pm PST.