

## **Family Tree Health Clinic Notifies Patients of Data Security Incident**

LEAGUE CITY, TX– June 19, 2017– Family Tree Health Clinic, P.A. (“Family Tree”) has become aware of a data security incident that may have involved the personal and protected health information of our patients. While we are unaware of the misuse of any potentially impacted information, we have sent notification to the potentially involved patients to notify them of this incident and to provide resources to assist them.

On April 24, 2017, Family Tree discovered that cyber attackers gained unauthorized access to our IT systems by executing a sophisticated, ransomware-encryption attack. Our system data was restored from backups and no ransom was paid to the cyber criminals. As soon as our system was restored, we immediately began working to close the security vulnerability and notified local authorities and the FBI of this incident. The potentially involved information may have included names, dates of birth, addresses, Social Security numbers, health insurance information and medical information such as claims and diagnosis codes. We have no reason to believe credit card or banking information was compromised in this attack as this data is not stored in our system as per company policy.

We take the security of our patients’ information very seriously and we have taken steps to prevent a similar event from occurring in the future.

Notification letters mailed today include information about the incident and steps potentially impacted patients can take to monitor and protect their personal information. Family Tree has established a toll-free call center to answer questions about the incident and related concerns. The call center is available Monday through Friday from 7:00 a.m. to 7:00 p.m., Central Time and can be reached at 1-844-828-3213. In addition, out of an abundance of caution, Family Tree is offering identity theft protection services through ID Experts® to potentially impacted individuals at no cost.

The privacy and protection of patient information is a top priority for us, and we deeply regret any inconvenience or concern this incident may cause.

***The following information is provided to help patients or others wanting more information on steps they can take to protect themselves:***

### **What steps can I take to protect my personal information?**

- If you detect any suspicious activity on any of your accounts, you should promptly notify the financial institution or company with which the account is maintained. You should also promptly report any fraudulent activity or any suspected incidents of identity theft to proper law enforcement authorities.
- Obtain a copy of your credit report, free of charge, directly from each of the three nationwide credit reporting agencies. To order your credit report, free of charge once every 12 months, please visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call toll free at 1-877-322-8228. Contact information for the three nationwide credit reporting agencies is included in the e-mail and letter, and is also listed at the bottom of this page.
- Please notify your financial institution immediately of any unauthorized transactions made or new accounts opened in your name.

- You can take steps recommended by the Federal Trade Commission to protect yourself from identify theft. The FTC's website offers helpful information at [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft).
- Additional information on what you can do to better protect yourself is included in your letter.

**How do I obtain a copy of my credit report?**

You can obtain a copy of your credit report, free of charge, directly from each of the three nationwide credit reporting agencies. To order your credit report, free of charge once every 12 months, please visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call toll free at 1-877-322-8228. Contact information for the three nationwide credit reporting agencies is included in the e-mail and letter, and is also listed at the bottom of this page:

**How do I put a fraud alert on my account?**

You may consider placing a fraud alert on your credit report. This fraud alert statement informs creditors to possible fraudulent activity within your report and requests that your creditor contact you prior to establishing any accounts in your name. To place a fraud alert on your credit report, contact Equifax, Experian or TransUnion and follow the Fraud Victims instructions. To place a fraud alert on your credit accounts, contact your financial institution or credit provider. Contact information for the three nationwide credit reporting agencies is included in the letter and is also listed at the bottom of this page.

**Contact information for the three nationwide credit reporting agencies is as follows:**

Equifax Security Freeze	Experian Security Freeze	TransUnion (FVAD)
PO Box 105788	PO Box 9554	PO Box 2000
Atlanta, GA 30348	Allen, TX 75013	Chester, PA 19022
1-800-685-1111	1-888-397-3742	1-800-888-4213
<a href="http://www.equifax.com">www.equifax.com</a>	<a href="http://www.experian.com">www.experian.com</a>	<a href="http://www.transunion.com">www.transunion.com</a>