





P.O. Box 989728
West Sacramento, CA 95798-9728

<<First Name>> <<Last Name>>
<<Address1>>
<<Address2>>
<<City>>, <<State>> <<Zip>>
<<Country>>

Enrollment Code: <<ENROLLMENT>>
To Enroll, Scan the QR Code Below:





Or Visit:
<https://response.idx.us/TriCity>

October 11, 2024

Subject: Notice of Data <<Variable Text 2>>

Dear << First Name>> << Last Name>> <<Suffix>>:

Tri-City Healthcare District (“Tri-City”) is writing to inform you of a recent data security incident that involved your personal information. At Tri-City, we take the privacy and security of all information within our possession very seriously. This is why we are notifying you of the incident, providing you with steps you can take to help protect your personal information, and offering you the opportunity to enroll in complimentary credit monitoring and identity protection services.

What Happened? On November 9, 2023, Tri-City became aware of unusual activity that disrupted access to certain systems. Upon discovering this activity, we took steps to secure our digital environment. We also engaged leading cybersecurity experts to assist with an investigation and to determine whether personal information may have been accessed or acquired without authorization. The investigation revealed that an unknown actor gained access to and obtained certain data from the Tri-City network on or about November 8, 2023. Tri-City then worked with additional experts to conduct a comprehensive review of the impacted data to determine what personal information was involved. On or about September 27, 2024, we learned that your personal information was impacted in connection with this incident.

What Information Was Involved? The information involved included your name along with your <<Variable Text 1>>.

What We Are Doing? As soon as we discovered this incident, we took the steps referenced above. We also implemented additional security features to reduce the risk of a similar incident occurring in the future. We also notified the Federal Bureau of Investigation, U.S. Department of Homeland Security and will provide whatever cooperation is necessary to hold the perpetrators accountable, if possible.

Tri-City is also notifying you of this incident and offering you the opportunity to enroll in complimentary credit monitoring and identity theft protection services through IDX, A ZeroFox Company, the data breach and recovery services expert. IDX identity protection services include: <<12/24>> months of credit and CyberScan monitoring, a \$1,000,000 insurance reimbursement policy, and fully managed identity theft recovery services. To enroll, please call 1-888-783-9173, go to <https://response.idx.us/TriCity>, or scan the QR image and use the Enrollment Code provided above. IDX representatives are available Monday through Friday from 6:00 am to 6:00 pm Pacific Time. Please note the deadline to enroll is January 11, 2025.

What You Can Do: We encourage you to enroll in the complimentary credit protection services we are offering. With this protection, IDX can help you resolve issues if your identity is compromised. Please also review the guidance at the end of this letter which includes additional resources you may utilize to help protect your information.

For More Information: IDX Representatives are available through January 11, 2025, to assist you with questions regarding this incident, between the hours of 6:00 a.m. to 6:00 p.m. Pacific time, Monday through Friday, excluding holidays. Please call the help line at 1-888-783-9173 and supply the specialist with your unique code listed above.

Please accept our sincere apologies and know that we deeply regret any worry or inconvenience that this may cause you.

Very truly yours,

Tri-City Healthcare District
4002 Vista Way
Oceanside, CA 92056

STEPS YOU CAN TAKE TO HELP PROTECT YOUR INFORMATION

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 1-877-322-8228, 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 also can contact one of the following three national credit reporting agencies:

Equifax

P.O. Box 105851
Atlanta, GA 30348
1-800-525-6285
www.equifax.com

Experian

P.O. Box 9532
Allen, TX 75013
1-888-397-3742
www.experian.com

TransUnion

P.O. Box 1000
Chester, PA 19016
1-800-916-8800
www.transunion.com

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 one year. 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: You have the right to put a security freeze on your credit file for up to one year at no cost. This 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.

Internal Revenue Service Identity Protection PIN (IP PIN): You may also obtain an Identity Protection PIN (IP PIN) from the Internal Revenue Service, a six-digit number that prevents someone else from filing a tax return using your Social Security number or Individual Taxpayer Identification Number. The IP PIN is known only to you and the IRS, and helps the IRS verify your identity when you file your electronic or paper tax return. Even though you may not have a filing requirement, an IP PIN still protects your account. If you do not already have an IP PIN, you may get an IP PIN as a proactive step to protect yourself from tax-related identity theft either online, by paper application or in-person. Information about the IP PIN program can be found here: <https://www.irs.gov/identity-theft-fraud-scams/get-an-identity-protection-pin>.

Additional Free Resources: You can obtain information from the consumer reporting agencies, the FTC, or from your respective state Attorney General about fraud alerts, security freezes, and steps you can take toward preventing identity theft. You may report suspected identity theft to local law enforcement, including to the FTC or to the Attorney General in your state.

Federal Trade Commission

600 Pennsylvania Ave, NW
Washington, DC 20580
consumer.ftc.gov, and
www.ftc.gov/idtheft
1-877-438-4338

Maryland Attorney General

200 St. Paul Place
Baltimore, MD 21202
<https://www.marylandattorneygeneral.gov/>
1-888-743-0023

New York Attorney General

Bureau of Internet and Technology
Resources
28 Liberty Street
New York, NY 10005
1-212-416-8433

North Carolina Attorney General

9001 Mail Service Center

Raleigh, NC 27699

ncdoj.gov

1-877-566-7226

Rhode Island Attorney General

150 South Main Street

Providence, RI 02903

<http://www.riag.ri.gov>

1-401-274-4400

**Washington D.C. Attorney
General**

441 4th Street, NW

Washington, DC 20001

oag.dc.gov

1-202-727-3400

You also have certain rights under the Fair Credit Reporting Act (FCRA): These rights include to know what is in your file; to dispute incomplete or inaccurate information; to have consumer reporting agencies correct or delete inaccurate, incomplete, or unverifiable information; as well as other rights. For more information about the FCRA, and your rights pursuant to the FCRA, please visit <https://www.consumer.ftc.gov/articles/pdf-0096-fair-credit-reporting-act.pdf>