

571 13329 \*\*\*\*\*AUTO\*\*5-DIGIT 91201



John Doe  
123 Anystreet Dr  
Anytown, NY 12345




March 28, 2023

Re: Notice of Data Breach

Dear John Doe:

We are writing to you with important information about a breach that potentially impacted your personal information, resulting from a ransomware cyberattack on Regal Medical Group, Lakeside Medical Organization and West Covina Plan IPA, Inc., A Medical Group d/b/a Greater Covina Medical Group, Inc. (collectively, “Regal”). We first became aware of the breach on December 8, 2022, which we later learned occurred on or about December 1, 2022. Last month we notified potentially impacted individuals of the breach. On March 2, 2023, we discovered that the servers potentially impacted by the breach contained data of additional potentially impacted individuals, including you. The incident occurred as follows:

**What Happened** On Friday, December 2, 2022, we noticed difficulty in accessing some of our servers. After extensive review, malware was detected on some of our servers, which we later learned resulted in the threat actor accessing and exfiltrating certain data from our systems. We hired third-party vendors experienced in this area to assist with our response to the incident. The Regal team worked with our vendors to efficiently restore access to our systems and to analyze the impacted data.

**What Information Was Involved** At this time, based on the third-party vendors’ review, we believe that your personal information may have been impacted in the incident, and that your impacted personal information may include: 

**What We Are Doing** Regal is taking steps to notify you of this breach to ensure transparency and awareness of our findings. In order to help protect your information, we have taken the following steps:

- Regal will cover the cost for one year for you to receive credit monitoring from Norton LifeLock. To take advantage of this offer, please see the attached instructions;



- Added additional computer security protections and protocols to ensure that your personal information is protected from unauthorized access;
- Notified law enforcement of this incident;
- Notified the U.S. Department of Health and Human Services of this incident, as well as the California Attorney General and other regulatory agencies; and
- Notified the local media to ensure that all impacted individuals are aware of the breach.

What You Can Do

To help protect your identity, we recommend you take immediate steps to protect yourself from potential harm:

- Please consider utilizing the Norton LifeLock service provided by us to you, by following the instructions in the attachment;
- Register a fraud alert with the following credit bureaus and order credit reports as follows:
  - Experian: (888) 397-3742; [www.experian.com](http://www.experian.com); National Consumer Assistance, P.O. Box 9554, Allen, TX 75013
  - TransUnion: (800) 680-7289; [www.transunion.com](http://www.transunion.com); Fraud Victim Assistance Department, P.O. Box 2000, Chester, PA 19016-2000
  - Equifax: (800) 525-6285; [www.equifax.com](http://www.equifax.com); Fraud Victim Assistance Department, Consumer Fraud Division, P.O. Box 740256, Atlanta, GA 30374
- Monitor account statements, Explanation of Benefit forms, and credit bureau reports closely; and
- Contact your state Consumer Protection Agency: [www.usa.gov/state-consumer](http://www.usa.gov/state-consumer).

If you think that your personal information is being improperly used, you can also contact local law enforcement to file a police report. Finally, you can contact the Federal Trade Commission (“FTC”) at 1-877-ID THEFT (877-438-4338) or review the information on identity theft promulgated by the FTC at [www.ftc.gov/bcp/edu/microsites/idtheft/](http://www.ftc.gov/bcp/edu/microsites/idtheft/).

Other Information

For information about your privacy rights, you may visit <https://www.hhs.gov/hipaa/for-individuals/index.html>

For More Information

If you have any additional questions about this incident, please contact us at (866) 918-5293.

Regal understands the importance of safeguarding your personal information and takes that responsibility very seriously. We will do all we can to assist any individuals whose personal information may have been compromised and help them work through the process. We appreciate your support during this time.

Sincerely,

Regal



## **Complimentary Credit Monitoring and Identity Protection Services**

Regal have retained NortonLifeLock, Inc. to provide One (1) Year of complimentary **LifeLock Defender™ Choice** identity theft protection.

### **To activate your membership online and get protection at no cost to you:**

1. In your web browser, go directly to [www.Norton.com/Offers](http://www.Norton.com/Offers).
2. Below the THREE protection plan boxes, you may enter the Promo Code: **HPN2303** and click the “APPLY” button.
3. Your complimentary offer is presented. Click the Orange “START MEMBERSHIP” button.
4. A Popup will appear to enter your Enrollment ID **99522839** and click the “APPLY”
5. Once enrollment is completed, you will receive a confirmation email (be sure to follow ALL directions in this email).

**Alternatively, to activate your membership over the phone, please call: (866) 918- 5293**

**You will have until September 30<sup>th</sup>, 2023, to enroll in this service.**

Once you have completed the LifeLock enrollment process, the service will be in effect. Your **LifeLock Defender™ Choice** membership includes:

- ✓ Primary Identity Alert System<sup>†</sup>
- ✓ 24/7 Live Member Support
- ✓ Dark Web Monitoring<sup>\*\*</sup>
- ✓ Norton™ Security Deluxe<sup>2</sup> (90 Day Free Subscription)
- ✓ Stolen Funds Reimbursement up to \$25,000<sup>†††</sup>
- ✓ Personal Expense Compensation up to \$25,000<sup>†††</sup>
- ✓ Coverage for Lawyers and Experts up to \$1 million<sup>†††</sup>
- ✓ U.S.-Based Identity Restoration Team
- ✓ One-Bureau Credit Monitoring<sup>1\*\*</sup>
- ✓ Annual One-Bureau Credit Report & Credit Score<sup>1\*\*</sup>

The credit score provided is a VantageScore 3.0 credit score based on Equifax data. Third parties use many different types of credit scores and are likely to use a different type of credit score to assess your creditworthiness.

<sup>1</sup> If your plan includes credit reports, scores, and/or credit monitoring features (“Credit Features”), two requirements must be met to receive said features: (i) your identity must be successfully verified with Equifax; and (ii) Equifax must be able to locate your credit file and it must contain sufficient credit history information. **IF EITHER OF THE FOREGOING REQUIREMENTS ARE NOT MET YOU WILL NOT RECEIVE CREDIT FEATURES FROM ANY BUREAU.** If your plan also includes Credit Features from Experian and/or TransUnion, the above verification process must also be successfully completed with Experian and/or TransUnion, as applicable. If verification is successfully completed with Equifax, but not with Experian and/or TransUnion, as applicable, you will not receive Credit Features from such bureau(s) until the verification process is successfully completed and until then you will only receive Credit Features from Equifax. Any credit monitoring from Experian and TransUnion will take several days to begin after your successful plan enrollment.

No one can prevent all identity theft or cybercrime. <sup>†</sup> LifeLock does not monitor all transactions at all businesses.

<sup>2</sup> Norton Security Online provides protection against viruses, spyware, malware, and other online threats for up to 5 PCs, Macs, Android devices. Norton account features not supported in this edition of Norton Security Online. As a result, some mobile features for Android are not available such as anti-theft and mobile contacts backup. iOS is not supported.

<sup>\*\*</sup> These features are not enabled upon enrollment. Member must take action to get their protection.

<sup>†††</sup> Reimbursement and Expense Compensation, each with limits of up to \$25,000 for Defender Choice. And up to \$1 million for coverage for lawyers and experts if needed, for all plans. Benefits provided by Master Policy issued by United Specialty Insurance Company (State National Insurance Company, Inc. for NY State members). Policy terms, conditions and exclusions at: [LifeLock.com/legal](http://LifeLock.com/legal).



## Multi-language Interpreter Services

**English:** We have free interpreter services to answer any questions you may have about this letter. To get an interpreter, just call us at (888)215-7688. Someone who speaks English can help you.

### Arabic:

لدينا خدمات ترجمة فورية مجانية للإجابة عن أي استفسارات قد تكون لديك حول هذا الخطاب. لطلب مترجم فوري، فقط اتصل بنا على الرقم (888)215-7688. يمكن لشخص يتحدث اللغة العربية أن يساعدك.

**Armenian:** Մենք ունենք անվճար թարգմանչական ծառայություններ այս նամակի վերաբերյալ ձեր ցանկացած հարցի պատասխանելու համար: Թարգմանիչ ստանալու համար պարզապես զանգահարեք մեզ (888)215-7688 հեռախոսահամարով: Ինչ-որ մեկը, ով խոսում է հայերեն, կարող է օգնել ձեզ:

**Cambodian:** យើងមានសេវាអ្នកបកប្រែដោយមិនអស់លុយ ដើម្បីឆ្លើយនឹងសំណួរណាមួយដែលអ្នកមានអំពីលិខិតនេះ។ ដើម្បីទទួលបានអ្នកបកប្រែ សូមទូរស័ព្ទមកយើងលេខ (888)215-7688។ អ្នកដែលនិយាយភាសា ភាសាខ្មែរអាចជួយអ្នកបាន។

**Chinese Cantonese:** 如對此信有任何疑問，可免費提供口譯服務解答。欲用口譯員，只需致電 (888)215-7688。會有說中文的人幫您。

**Chinese Mandarin:** 如对此信有任何疑问，可免费提供口译服务解答。欲用口译员时，只需致电 (888)215-7688。会有说中文的人帮您。

### Farsi:

ما از خدمات رایگان مترجم شفاهی برخوردار هستیم تا به تمامی سوالات شما در مورد این نامه پاسخ دهیم. برای استفاده از خدمات مترجم شفاهی، فقط کافی است با ما به شماره تلفن (888)215-7688 تماس بگیرید. فردی که به زبان فارسی صحبت می‌کند، می‌تواند به شما کمک کند.

**French:** Vous pouvez accéder gratuitement aux services d'un interprete pour ce qui concerne d'eventuelles questions concernant cette lettre. Pour accéder a ce service, veuillez simplement composer le (888)215-7688. Un correspondant parlant Francais pourra vous repondre.

**French Creole:** Nou gen sèvis entèprèt gratis pou reponn nenpòt kesyon ou ka genyen sou lèt sa a services to answer any questions you may have about this letter. Pou jwenn yon entèprèt , annik rele nou nan nimewo (888)215-7688. Yon moun ki pale lang Anglè kapab ede ou.

**German:** Wir bieten einen kostenlosen Dolmetscherdienst, der Ihnen alle Fragen zu diesem Brief beantworten kann. Um mit einem Dolmetscher zu sprechen, rufen Sie uns einfach unter (888)215-7688 an. Jemand, der Deutsch spricht, kann Ihnen behilflich sein.

**Hindi:** इस पत्र के संबंध में आपके किसी भी सवाल का जवाब देने के लिए हमारे पास मुफ्त दुभाषिया सेवाएँ मौजूद हैं। एक दुभाषिया प्राप्त करने के लिए, बस हमें केवल (888)215-7688 पर कॉल करें। हिंदी बोलने वाला कोई व्यक्ति आपकी मदद कर सकता है।

**Hmong:** Peb yeej muaj neeg pab txhais lus dawb los teb cov lus nug uas koj muaj hais txog tsab ntawv ntawm no. Yog xav tau ib tus kws txhais lus, hu peb ntawm (888)215-7688. Ib tus neeg uas paub hais lus Hmoob yuav pab tau koj.



**Italian:** Offriamo servizi gratuiti di interpretariato per rispondere a qualsiasi vostra eventuale domanda relativa a questa lettera. Per richiedere un interprete basta telefonarci al numero (888)215-7688. Potrete parlare con una persona che parla italiano.

**Japanese:** この手紙に関するご質問には、無料の通訳サービスをご利用いただけます。通訳をご希望の方は、(888)215-7688までお電話ください。日本語を話せる者が対応いたします。

**Korean:** 저희는 이 서신에 대한 귀하의 질문에 답변 드리기 위한 무료 통역 서비스를 제공합니다. 통역사를 원하시면 (888)215-7688로 전화하십시오. 한국어를 하는 사람이 귀하를 도와드릴 수 있습니다.

**Laotian:** ພວກເຮົາມີບໍລິການນາຍພາສາພຣີເຜີ້ອຕອບຄໍາຖາມໃດໆທີ່ທ່ານອາດຈະມີກ່ຽວກັບຈົດໝາຍສະບັບນີ້. ຖ້າທ່ານຕ້ອງການນາຍພາສາ ກະລຸນາໂທຫາພວກເຮົາທີ່ເບີ (888)215-7688. ຈະມີຄົນທີ່ເວົ້າພາສາລາວຊ່ວຍເຫຼືອທ່ານ.

**Mien:** Yie mbuo maaiah maiv zuqc cingv nyei faan waac nyei mienh daaih dau meih maaiah nyei waac-naaic taux naaiv zeiv fiex. Se gorngv qiex zuqc faan waac mienh nor, gunv heuc (888)215-7688. Maaiah gorngv mienh waac nyei mienh haih tengx meih.

**Polish:** Mamy bezpłatne usługi tłumaczeniowe, aby odpowiedzieć na wszelkie pytania dotyczące tego listu. Aby uzyskać tłumacza, zadzwoń do nas pod numer (888)215-7688. Ktoś kto mówi po polsku może ci pomóc.

**Portuguese:** Temos serviços gratuitos de intérprete para responder a quaisquer perguntas que possa ter sobre esta carta. Para obter um intérprete, basta ligar-nos para (888)215-7688. Alguém que fala português pode dar-lhe ajuda.

**Punjabi:** ਇਸ ਚਿੱਠੀ ਦੇ ਬਾਰੇ ਤੁਹਾਡੇ ਜੇ ਵੀ ਸਵਾਲ ਹਨ, ਉਨ੍ਹਾਂ ਦਾ ਜਵਾਬ ਦੇਣ ਲਈ ਸਾਡੇ ਕੋਲ ਮੁਫਤ ਦੁਭਾਸ਼ੀਏ ਦੀਆਂ ਸੇਵਾਵਾਂ ਉਪਲਬਧ ਹਨ। ਇੱਕ ਦੁਭਾਸ਼ੀਆ ਪ੍ਰਾਪਤ ਕਰਨ ਲਈ ਸਾਨੂੰ (888)215-7688 'ਤੇ ਕਾਲ ਕਰੋ। ਪੰਜਾਬੀ ਬੋਲਣ ਵਾਲਾ ਕੋਈ ਵਿਅਕਤੀ ਤੁਹਾਡੀ ਮਦਦ ਕਰ ਸਕਦਾ ਹੈ।

**Russian:** Мы готовы ответить на любые вопросы об этом письме. Если для общения с нами вам нужна помощь устного переводчика, просто позвоните нам, телефон (888)215-7688. Кто-нибудь, кто говорит по-русски, вам поможет.

**Spanish:** Contamos con servicios de interpretación gratuitos para responder cualquier pregunta que pueda tener sobre esta carta. Para obtener un intérprete, simplemente llámenos al (888)215-7688. Alguien que hable español puede ayudarle.

**Tagalog:** Mayroon kaming mga libreng serbisyo ng tagasalin upang sagutin ang anumang mga katanungan na maaaring mayroon ka tungkol sa liham na ito. Para makakuha ng tagasalin, tawagan lang kami sa (888)215-7688. Maaaring makatulong sa iyo ang isang taong nagsasalita ng Tagalog.

**Ukrainian:** Ми надаємо безкоштовні послуги перекладачів, щоб відповісти на будь-які питання, які у Вас можуть виникнути щодо змісту цього листа. Щоб скористатися послугами перекладачів, просто зателефонуйте на номер (888)215-7688. Людина, яка говорить українською, зможе Вам допомогти.

**Vietnamese:** Chúng tôi có sẵn dịch vụ phiên dịch miễn phí để trả lời bất kỳ câu hỏi nào của quý vị về bức thư này. Để yêu cầu thông dịch viên, chỉ cần gọi cho chúng tôi theo số (888)215-7688. Sẽ có nhân viên nói tiếng Việt có thể hỗ trợ quý vị.

