

9/22/23

Dear _____,

This letter is in follow up to the conversation you had with _____ today. As I _____ reviewed with you, it was discovered today that an email containing some of your personal information was mistakenly emailed to an individual's email on 9/19/23, rather than Blue Cross/Blue Shield as part of your new employee medical insurance enrollment. The information disclosed included the following:

- Your name, physical address, e-mail address, phone number, date of birth, social security number, utility bill and banking information (account number was redacted by the bank).

_____ name, address, date of birth, social security number and automotive insurance policy number

Measures were taken to recall the email, however that did not appear to be successful. We have outreached to the individual to ask them not to view the email and to delete it. We are still making attempts to confirm with him that this has been done. We will be working with the team to explore ways to prevent an occurrence like this from happening again in the future.

We are deeply sorry for this error.

Given the type of information that was included in the email, we do advise that you take the following steps:

- Call the toll-free numbers of any of the three major credit bureaus (below) to place a fraud alert on your credit report. This can help prevent an identity thief from opening additional accounts in your name. As soon as the credit bureau confirms your fraud alert, the other two credit bureaus will automatically be notified to place alerts on your credit report, and all three bureaus will provide you a copy of your credit report free of charge.

Equifax: (888)766-0008; <https://www.equifax.com/personal/credit-report-services/credit-fraud-alerts/>; PO Box 105069, Atlanta, GA 03048-5069 General: (888-378-4329), www.equifax.com

Experian: (888) 397-3742; <https://www.experian.com/fraud/center.html>. General: (888) EXPERIAN (397-3742); www.experian.com; 475 Anton Blvd., Costa Mesa, CA 92626.

Compassionate Care in Our Home or Yours

Caledonia Home Health
Care & Hospice
Concord
Health Center

Danville
Health Center
Hardwick Area
Health Center

Administrative Office
165 Sherman Drive
St. Johnsbury, VT 05819
802.748.9405 tel
802.748.4540 fax

Island Pond Health
& Dental Center
Northern Counties
Dental Center

Orleans
Dental Center
St. Johnsbury
Community Health Center

www.NCHCVT.org



TransUnion: (800) 680-7289 (888-909-8872 for freeze); <https://www.transunion.com/fraud-alerts> ; TransUnion Fraud Victim Assistance Department, P.O. Box 2000, Chester, PA 19016.
General: (833) 395-6938; www.transunion.com; P.O. Box 2000, Chester, PA 19016.

- Remain vigilant by reviewing account statements and ordering your credit reports. By establishing a fraud alert, you will receive a follow-up letter that will explain how you can receive a free copy of your credit report. When you receive your credit report, examine it closely and look for signs of fraud, such as credit accounts that are not yours.
- Continue to monitor your credit reports. Even though a fraud alert has been placed on your account, you should continue to monitor your credit reports to ensure an imposter has not opened an account with your personal information.

We are committed to lessen the harm this may cause you by helping ensure that this information is not used inappropriately, and so will cover the cost for one year for you and your significant other to receive credit monitoring. To take advantage of this offer, please call me, [REDACTED] within 60 days.

We apologize for the stress and worry this situation may cause you. We are committed to keeping your information safe and assure you we are doing everything possible to ensure this does not happen in the future.

Please do not hesitate to contact us with any questions about this incident or if you need additional information, and please accept my apology. I know the staff feel very badly about this and we plan to do better in the future. If you have any questions, please feel free to contact me via e-mail or by phone at the number below.

Sincerely,

A handwritten signature in cursive script that reads "Christel Mosher".

Christel Mosher, RN
Director of Quality and Compliance
Northern Counties Health Care
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St. Johnsbury, VT 05819
802-748-9405, x1206
christelm@nchcvt.org

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