



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:



 SCAN ME

Or Visit:  
<https://app.idx.us/account-creation/protect>

April 26, 2024

Subject: Notice of Data <<Variable Text 1 – Breach or Security Incident>>:

Dear <<First Name>> <<Last Name>>,

We write to inform you of a recent data security incident experienced by Aspire Health Alliance (“Aspire Health”) that may have affected some of your information. Please read this letter carefully as it contains details about the incident and resources you may utilize to help protect your information.

**What Happened?** On September 13, 2023, we discovered unusual activity in our digital environment. Upon discovering this activity, we immediately took steps to secure the network and launched an investigation, aided by independent cybersecurity experts, to determine what happened and whether sensitive information may have been affected. As a result of the investigation, we learned that an unauthorized actor acquired certain files and data stored within our systems. We then launched a comprehensive review of the potentially affected files to identify any personal or protected health information that may have been impacted. Our review concluded on February 26, 2024 and confirmed that your personal and / or protected health information was included within the impacted files. We then worked diligently to identify up-to-date mailing addresses in order to provide notice to potentially impacted individuals.

**What Information Was Involved?** The information that was potentially impacted in connection with this incident includes your name, as well as your <<Variable Text 2>>. Please note that we have no evidence of any actual or attempted misuse of this information.

**What Are We Doing?** As soon as Aspire Health discovered the incident, Aspire Health took immediate steps to secure its environment and enlisted a leading, independent cybersecurity firm to conduct a forensic investigation. Aspire Health also reported the incident to the FBI and will cooperate with any resulting investigation. In addition, we have implemented several measures to enhance our network security and reduce the risk of similar future incidents.

Furthermore, to help relieve concerns and restore confidence following this incident, Aspire Health is providing you with the opportunity to enroll in complimentary credit monitoring and identity theft protection services through IDX – a data breach and recovery services expert. These services include: <<12 months/24 months>> of credit<sup>1</sup> and CyberScan monitoring, a \$1,000,000 insurance reimbursement policy, and fully managed identity theft recovery services. To enroll, please visit <https://app.idx.us/account-creation/protect> or call 1-888-714-9989 and provide the Enrollment Code above. With this protection, IDX will help you resolve issues if your identity is compromised. Please note that the deadline to enroll is July 26, 2024.

<sup>1</sup>To receive credit monitoring services, you must be over the age of 18 and have established credit in the U.S., have a Social Security number in your name, and have a U.S. residential address associated with your credit file.

**What You Can Do:** Aspire Health recommends that you review the guidance included with this letter about how to help protect your information. We also encourage you to enroll in the credit monitoring and identity protection services we are offering, which are at no cost to you.

**For more information.** If you have any questions about this incident or the complimentary services being offered, please contact our dedicated call center at 1-888-714-9989, Monday through Friday from 9:00 a.m. to 9:00 p.m. Eastern Time, excluding major U.S. holidays. Please have your enrollment code ready.

We take the privacy and security of all information within our possession very seriously. Please accept our sincere apologies and know that Aspire Health deeply regrets any worry or inconvenience that this may cause you.

Sincerely,

Aspire Health Alliance  
1501 Washington St.  
Braintree, MA 02184

## 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](http://www.equifax.com)

**Experian**

P.O. Box 9532  
Allen, TX 75013  
1-888-397-3742  
[www.experian.com](http://www.experian.com)

**TransUnion**

P.O. Box 1000  
Chester, PA 19016  
1-800-916-8800  
[www.transunion.com](http://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.

**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](http://consumer.ftc.gov), and  
[www.ftc.gov/idtheft](http://www.ftc.gov/idtheft)  
1-877-438-4338

**Maryland Attorney General**

200 St. Paul Place  
Baltimore, MD 21202  
[oag.state.md.us](http://oag.state.md.us)  
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](http://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](http://oag.dc.gov)  
1-202-727-3400

**Massachusetts Attorney General**

1 Ashburton Place, Suite 1801

Boston, MA 02108

<https://www.mass.gov/orgs/office-of-the-attorney-general>

1-617-727-2200

**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>.