



June 14, 2024

**Re: Notice of Data Security Event**

Dear :

Neurobehavioral Medicine Consultants, P.C. (“Neurobehavioral Medicine Consultants”) is writing to notify you of a recent incident that may impact your personal information. This letter provides information about the incident, our response, and resources available to you to help protect your personal information, should you feel it necessary to do so.

**What Happened?** On March 6, 2024, Neurobehavioral Medicine Consultants identified suspicious activity in one of our computer storage locations. Once we became aware of the suspicious activity, we engaged digital forensic specialists and launched an investigation into the nature and scope of the suspicious activity. The forensic investigation determined one storage location on our computer network was accessed between March 1, 2024 and March 6, 2024, the date the suspicious activity was discovered and access terminated. The forensic investigation was completed on or about April 17<sup>th</sup>, 2024. Although the forensic investigation was unable to determine whether personal information of particular patients was accessed, Neurobehavioral Medicine Consultants has decided, out of an abundance of caution, to notify all of its patients of this event.

**What Information Was Involved?** This information potentially accessible in the computer storage location included: demographic information (name, address, telephone number, date of birth, Social Security number, driver’s license number), clinical information (diagnosis/condition, lab results, medications), and financial information (claims information, health insurance identification number). Again, while the forensic investigation did not specifically indicate that your information was accessed, we are providing all patients with this notice as a precautionary measure.

**What Are We Doing?** In addition to the steps detailed above, as part of our ongoing commitment to information privacy and security, Neurobehavioral Medicine Consultants is reviewing its policies and procedures, assessing its security infrastructure, and implementing additional safeguards to better protect against an incident like this from happening again in the future. We are also providing you with access to Single Bureau Credit Monitoring/Single Bureau Credit Report/Single Bureau Credit Score services at no charge. These services provide you with alerts for twelve months from the date of enrollment when changes occur to your credit file. This notification is sent to you the same day that the change or update takes place with the bureau. Finally, we are providing you with proactive fraud assistance to help with any questions that you might have or in event that you become a victim of fraud. These services will be provided by Cyberscout, a TransUnion company specializing in fraud assistance and remediation services. In addition to notifying you, we also notified certain state regulators of this incident as required.

**What You Can Do.** You can review the enclosed *Steps You Can Take To Help Protect Your Information*, which contains instructions on how to enroll in the complimentary credit monitoring and identity restoration services. It also includes additional information on what you can do to better protect against the possibility of identity theft and fraud, if you feel it is appropriate to do so. Please note that while Neurobehavioral Medicine Consultants will cover the cost of TransUnion’s services, you must complete the enrollment process.

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***For More Information.*** We understand you may have questions that are not answered in this letter. To ensure your questions are answered in a timely manner, please contact our dedicated toll-free call center at 1-833-566-7768, which is available Monday through Friday, between 8:00 am and 8:00 pm EST, excluding holidays. Please be prepared to provide your unique code listed below upon calling.

We sincerely regret any inconvenience or concern this event has caused you.

Sincerely,

Neurobehavioral Medicine Consultants, P.C.

*STEPS YOU CAN TAKE TO HELP PROTECT YOUR INFORMATION*

**Enroll in Credit Monitoring:** To enroll in Credit Monitoring services at no charge, please log on to <https://bfs.cyberscout.com/activate> and follow the instructions provided. When prompted please provide the following unique code to receive services: [REDACTED]. In order for you to receive the monitoring services described above, you must enroll within 90 days from the date of this letter. The enrollment requires an internet connection and e-mail account and may not be available to minors under the age of 18 years of age. Please note that when signing up for monitoring services, you may be asked to verify personal information for your own protection to confirm your identity.

**Monitor your accounts:** We encourage you to remain vigilant against incidents of identity theft and fraud by reviewing your account statements and monitoring your free credit reports for suspicious activity or errors.

**Check credit reports:** Under United States law, you are entitled to one free credit report annually from each of the three major credit reporting bureaus. To order your free credit report, visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call, toll-free, 1-877-322-8228. You may also contact the three major credit bureaus directly to request a free copy of your credit report at:

**Equifax®**  
P.O. Box 740241  
Atlanta, GA 30374-0241  
1-800-685-1111  
[www.equifax.com](http://www.equifax.com)

**Experian**  
P.O. Box 9701  
Allen, TX 75013-9701  
1-888-397-3742  
[www.experian.com](http://www.experian.com)

**TransUnion®**  
P.O. Box 1000  
Chester, PA 19016-1000  
1-800-888-4213  
[www.transunion.com](http://www.transunion.com)

**Place a security freeze:** You may place a security freeze on your credit reports, free of charge. A security freeze prohibits a credit reporting agency from releasing any information from a consumer's credit report without written authorization. However, please be aware that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit mortgages, employment, housing, or other services. You will need to place a security freeze separately with each of the three major credit bureaus if you wish to place a freeze on all of your credit files. In order to request a security freeze, you will need to supply your full name, address, date of birth, Social Security number, current address, all addresses for up to five previous years, email address, a copy of your state identification card or driver's license, and a copy of a utility bill, bank or insurance statement, or other statement proving residence. To find out more on how to place a security freeze, contact the credit reporting agencies at:

**Equifax**  
P.O. Box 105788  
Atlanta, GA 30348-5788  
1-800-685-1111  
[www.equifax.com/personal/credit-report-services](http://www.equifax.com/personal/credit-report-services)

**Experian**  
P.O. Box 9554  
Allen, TX 75013-9554  
1-888-397-3742  
[www.experian.com/freeze/center.html](http://www.experian.com/freeze/center.html)

**TransUnion**  
P.O. Box 2000  
Chester, PA 19016-2000  
1-888-909-8872  
[www.transunion.com/credit-freeze](http://www.transunion.com/credit-freeze)

**Place a fraud alert:** At no charge, you can also have the three major credit bureaus place a "fraud alert" on your file that alerts creditors to take additional steps to verify your identity prior to granting credit in your name. Note, however, that because it tells creditors to follow certain procedures to protect you, it may also delay your ability to obtain credit while the agency verifies your identity. As soon as one credit bureau confirms your fraud alert, the others are notified to place fraud alerts on your file. Should you wish to place a fraud alert, or should you have any questions regarding your credit report, please contact the credit reporting agencies.



**Equifax**

P.O. Box 105788  
Atlanta, GA 30348-5788  
1-888-766-0008  
[www.equifax.com/personal/  
credit-report-services](http://www.equifax.com/personal/credit-report-services)

**Experian**

P.O. Box 9554  
Allen, TX 75013-9554  
1-888-397-3742  
[www.experian.com/  
fraud/center.html](http://www.experian.com/fraud/center.html)

**TransUnion**

P.O. Box 2000  
Chester, PA 19016-2000  
1-800-680-7289  
[www.transunion.com/fraud-  
victim-resource/place-fraud-alert](http://www.transunion.com/fraud-victim-resource/place-fraud-alert)

**Review additional resources:** You can further educate yourself regarding identity theft, security freezes, fraud alerts, and the steps you can take to protect yourself against identity theft and fraud by contacting the Federal Trade Commission or your state Attorney General. The Federal Trade Commission can be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580; [www.identitytheft.gov](http://www.identitytheft.gov); 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261. The Federal Trade Commission encourages those who discover that their information has been misused to file a complaint with them. Instances of known or suspected identity theft should be promptly reported to law enforcement, the Federal Trade Commission, and your state Attorney General. You have the right to file a police report if you ever experience identity theft or fraud. This notification was not delayed by law enforcement.

**For Maryland residents:** The Attorney General can be contacted at: 200 St. Paul Place, 16<sup>th</sup> Floor, Baltimore, Maryland 21202; 888-743-0023; and [www.oag.state.md.us](http://www.oag.state.md.us). Neurobehavioral Medicine Consultants can be contacted by phone at 740-968-7006 or US Mail at 4697 Harrison Street, Level 3 South Building, Bellaire, OH 43906. **For New York residents:** The Attorney General can be contacted at: Office of the Attorney General, The Capital, Albany, New York 12224; 1-800-771-7755; and [ag.ny.gov](http://ag.ny.gov). **For North Carolina residents:** The Attorney General can be contacted at: 9001 Mail Service Center, Raleigh, North Carolina 27699; 877-566-7226; and [www.ncdoj.gov](http://www.ncdoj.gov).