

Secure Processing Center  
P.O. Box 3826  
Suwanee, GA 30024

Postal Endorsement Line

<<Full Name>>

<<Address 1>>

<<Address 2>>

<<Address 3>>

<<City>>, <<State>> <<Zip>>

<<Country>>

\*\*\*Postal IMB Barcode

<Date>

## RE: Notice of Data Breach

Dear <<Full Name>>:

Concord Orthopaedics (“Concord”) is writing to inform you of a recent matter impacting a third-party vendor that we use to check-in patients for appointments. Although our environment was not impacted, we are providing you with this notice because this incident may involve your personal information, which was maintained as part of the registration and appointment intake process for patients or prospective patients receiving treatment with Concord. We encourage you to read this letter carefully as it contains information regarding this matter and steps you can take to help safeguard your personal information.

### What Happened?

On November 21, 2024, we were notified that an unauthorized actor potentially accessed the third-party software we use for patient registration and appointment intake. We immediately took steps to ensure the security of our environment, shut down all access to and reset passwords for the third-party software, and engaged external cybersecurity specialists to assist with investigating the nature and scope of this matter.

Through this investigation, Concord determined that an unauthorized party accessed this third-party software and potentially viewed and/or acquired patient registration and appointment intake information stored there. The investigation found no evidence of compromise to Concord’s internal environment or its electronic health records system, which is hosted in a separate application.

### What Information Was Involved?

The information that may be involved varies for each individual. The types of information impacted depends upon what you provided during the registration and appointment intake process. However, the types of information that could have been collected and stored on the third-party software include your:

- Name
- Date of birth
- Social Security number
- Appointment Information: The information captured by the third-party software is limited to information related to the appointment, such as appointment type (for example, surgical, MRI, etc.), treating physician name, and date and location of appointment
- Health Insurance Information: This may include health plan beneficiary number, health plan number, and insurance eligibility information. Some of this information may belong to the primary insurance holder.
- Driver’s License or State Identification Number: For a portion of the population, an image of your driver’s license or state identification card may be impacted.

## What We Are Doing.

The confidentiality, privacy, and security of information entrusted to Concord and maintained by our third-party vendors remains our top priority. Upon becoming aware of potential access to this third-party software, we moved quickly and diligently to investigate the claims, ensure the security of our separate environment, and work with the third-party vendor to identify whose information may have been impacted. We notified federal law enforcement about this matter and continue to review our practices and policies related to third-party vendors to avoid a similar event from reoccurring in the future.

We strongly encourage you to review the steps outlined in this letter to protect your information and sign up for the services being offered.

## What You Can Do.

We encourage individuals to take steps to protect their personal information and are also offering individuals access to 12 months of credit and identity monitoring through Experian IdentityWorksSM. Additional information pertaining to these services and enrollment instructions are provided below.

1. Register for Identity Protection Services. To help protect your identity, we are offering complimentary access to Experian IdentityWorksSM for 12 months.

If you believe there was fraudulent use of your information as a result of this incident and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent. If, after discussing your situation with an agent, it is determined that identity restoration support is needed then an Experian Identity Restoration agent is available to work with you to investigate and resolve each incident of fraud that occurred from the date of the incident (including, as appropriate, helping you with contacting credit grantors to dispute charges and close accounts; assisting you in placing a freeze on your credit file with the three major credit bureaus; and assisting you with contacting government agencies to help restore your identity to its proper condition).

Please note that Identity Restoration is available to you for 12 months from the date of this letter and does not require any action on your part at this time. The Terms and Conditions for this offer are located at [www.ExperianIDWorks.com/restoration](http://www.ExperianIDWorks.com/restoration).

While identity restoration assistance is immediately available to you, we also encourage you to activate the fraud detection tools available through Experian IdentityWorks as a complimentary 12-month membership. This product provides you with superior identity detection and resolution of identity theft. To start monitoring your personal information, please follow the steps below:

- Ensure that you **enroll by 06/01/2025** (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/3bcredit>
- Provide your **activation code**: <<Activation Code>>

If you have questions about the product, need assistance with Identity Restoration that arose as a result of this incident or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at 1-██████ between 9am - 9pm Eastern Time, Monday through Friday by 06/01/2025. Be prepared to provide engagement number ██████ as proof of eligibility for the Identity Restoration services by Experian.

## ADDITIONAL DETAILS REGARDING YOUR 12-MONTH EXPERIAN IDENTITYWORKS MEMBERSHIP

A credit card is not required for enrollment in Experian IdentityWorks. You can contact Experian immediately regarding any fraud issues, and have access to the following features once you enroll in Experian IdentityWorks:

- **Experian credit report at signup:** See what information is associated with your credit file. Daily credit reports are available for online members only.\*
- **Credit Monitoring:** Actively monitors Experian, Equifax and Transunion files for indicators of fraud.

- **Identity Restoration:** Identity Restoration specialists are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARE™:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **\$1 Million Identity Theft Insurance\*\*:** Provides coverage for certain costs and unauthorized electronic fund transfers.

\* Offline members will be eligible to call for additional reports quarterly after enrolling.

\*\* The Identity Theft Insurance is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

2. Review Your Accounts for Suspicious Activity. We encourage you to remain vigilant by regularly reviewing your accounts and monitoring credit reports for suspicious activity.
3. Order a Credit Report. If you are a U.S. resident, you are entitled under U.S. law to one free credit report annually from each of the three nationwide consumer reporting agencies. To order your free credit report, visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call toll-free at 1-877-322-8228. If you discover information on your credit report arising from a fraudulent transaction, you should request that the credit reporting agency delete that information from your credit report file. Contact information for the nationwide credit reporting agencies is provided in the next section.
4. Contact the Federal Trade Commission, Law Enforcement and Credit Bureaus. You may contact the Federal Trade Commission (“FTC”), your state’s Attorney General’s office, or law enforcement, to report incidents of identity theft or to learn about steps you can take to protect yourself from identity theft. To learn more, you can go to the FTC’s website at [www.identitytheft.gov](http://www.identitytheft.gov); call the FTC at 1-877-438-4338; or write to the FTC Consumer Response Center at 600 Pennsylvania Avenue, NW, Washington, DC 20580.

You may contact the nationwide credit reporting agencies at:

| Equifax                                              | Experian                                               | TransUnion                                                 |
|------------------------------------------------------|--------------------------------------------------------|------------------------------------------------------------|
| P.O. Box 740241<br>Atlanta, Georgia, 30374           | P.O. Box 9701<br>Allen, TX 75013                       | P.O. Box 2000<br>Chester, PA 19022                         |
| <a href="http://www.equifax.com">www.equifax.com</a> | <a href="http://www.experian.com">www.experian.com</a> | <a href="http://www.transunion.com">www.transunion.com</a> |
| 1-800-525-6285                                       | 1-888-397-3742                                         | 1-800-916-8800                                             |

5. Additional Rights Under the FCRA. You have rights pursuant to the Fair Credit Reporting Act, such as the right to be told if information in your credit file has been used against you, the right to know what is in your credit file, the right to ask for your credit score, and the right to dispute incomplete or inaccurate information. Further, pursuant to the Fair Credit Reporting Act, the consumer reporting agencies must correct or delete inaccurate, incomplete, or unverifiable information; consumer reporting agencies may not report outdated negative information; access to your file is limited; you must give your consent for credit reports to be provided to employers; you may limit “prescreened” offers of credit and insurance you get based on information in your credit report; and you may seek damages from violators. You may have additional rights under the Fair Credit Reporting Act not summarized here.

Identity theft victims and active-duty military personnel have specific additional rights pursuant to the Fair Credit Reporting Act. We encourage you to review your rights pursuant to the Fair Credit Reporting Act by: (i) visiting [https://files.consumerfinance.gov/f/documents/bcftp\\_consumer-rights-summary\\_2018-09.pdf](https://files.consumerfinance.gov/f/documents/bcftp_consumer-rights-summary_2018-09.pdf); or (ii) by writing to Consumer Financial Protection Bureau, 1700 G Street, NW, Washington, DC 20552.

6. Request Fraud Alerts and Security Freezes. You may obtain additional information from the FTC and the credit reporting agencies about fraud alerts and security freezes. You can add a fraud alert to your credit report file to help protect your

credit information. A fraud alert can make it more difficult for someone to get credit in your name because it tells creditors to follow certain procedures to protect you, but it also may delay your ability to obtain credit. You may place a fraud alert in your file by calling just one of the three nationwide credit reporting agencies listed above. As soon as that agency processes your fraud alert, it will notify the other two agencies, which then must also place fraud alerts in your file.

| Equifax Fraud Alert                                                                                                                                                     | Experian Fraud Alert                                                                                | TransUnion Fraud Alert                                                                        |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------|
| P.O. Box 105069<br>Atlanta, GA 30348                                                                                                                                    | P.O. Box 9554<br>Allen, TX 75013                                                                    | P.O. Box 2000<br>Chester, PA 19016                                                            |
| <a href="https://www.equifax.com/personal/credit-report-services/credit-fraud-alerts/">https://www.equifax.com/personal/credit-report-services/credit-fraud-alerts/</a> | <a href="https://www.experian.com/fraud/center.html">https://www.experian.com/fraud/center.html</a> | <a href="https://www.transunion.com/fraud-alerts">https://www.transunion.com/fraud-alerts</a> |
| 1-800-525-6285                                                                                                                                                          | 1-888-397-3742                                                                                      | 1-888-909-8872                                                                                |

In addition, you can contact the nationwide credit reporting agencies at the following numbers to place a security freeze at no cost to you:

| Equifax Security Freeze                                                                                                                                     | Experian Security Freeze                                            | TransUnion Security Freeze                                                                  |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------|---------------------------------------------------------------------------------------------|
| P.O. Box 105788<br>Atlanta, GA 30348                                                                                                                        | P.O. Box 9554<br>Allen, TX 75013                                    | P.O. Box 2000<br>Chester, PA 19016                                                          |
| <a href="https://www.equifax.com/personal/credit-report-services/credit-freeze/">https://www.equifax.com/personal/credit-report-services/credit-freeze/</a> | <a href="http://experian.com/freeze">http://experian.com/freeze</a> | <a href="http://www.transunion.com/creditfreeze">http://www.transunion.com/creditfreeze</a> |
| 1-888-298-0045                                                                                                                                              | 1-888-397-3742                                                      | 1-888-916-8800                                                                              |

Placing a security freeze prohibits the agency from releasing any information about your credit report without your written authorization. Security freezes must be placed separately at each of the three nationwide credit reporting agencies. When requesting a security freeze, you may need to provide the following information:

- Your full name, with middle initial as well as Jr., Sr., II, etc.
- Social Security number
- Date of birth
- Current address and all addresses for the past two years
- Proof of current address, such as a current utility bill or telephone bill
- Legible copy of a government-issued identification card, such as a state driver's license, state identification card, or military identification.

After receiving your request, each agency will send you a confirmation letter containing a unique PIN or password that you will need to lift or remove the freeze. You should keep the PIN or password in a safe place.

7. **For Iowa Residents.** You may contact law enforcement or the Iowa Attorney General's Office to report suspected incidents of identity Theft at: Office of the Attorney General of Iowa, Consumer Protection Division, Hoover State Office Building, 1305 East Walnut Street, Des Moines, IA 50319; 1-515-281-5164; and [www.iowaattorneygeneral.gov](http://www.iowaattorneygeneral.gov).
8. **For Maryland Residents.** You can obtain information about avoiding identity theft from the Maryland Attorney General at: Maryland Office of the Attorney General Consumer Protection Division, 200 St. Paul Place Baltimore, MD 21202; 1-888-743-0023 (toll-free in Maryland) or 1-410-576-6300; [www.marylandattorneygeneral.gov](http://www.marylandattorneygeneral.gov). Concord is located at 264 Pleasant St, Concord, NH 03301 and can be contacted at 1-603-224-3368.
9. **For New York Residents.** You can obtain information about security breach response, identity theft prevention, and identity protection information from the New York State Office of the Attorney General at: Office of the Attorney General, The Capitol, Albany, NY 12224-0341; 1-800-771-7755 (toll-free) or 1-800-788-9898 (TDD/TTY toll-free line); <https://ag.ny.gov/>; and the Bureau of Internet and Technology (BIT), 28 Liberty Street, New York, NY 1000; 1-212-416-8433; and <https://ag.ny.gov/internet/resource-center>.

10. **For North Carolina Residents.** You can obtain information about avoiding identity theft from the North Carolina Attorney General at: North Carolina Attorney General's Office 9001 Mail Service Center, Raleigh, NC 27699-9001; 1-877-566-7226 (toll-free in North Carolina) or 1-919-716-6400; and [www.ncdoj.gov](http://www.ncdoj.gov).
11. **For Residents of Oregon.** You may report suspected identity theft to law enforcement, including the Office of the Oregon Attorney General and the FTC. Contact information for the FTC is included in your notice. The Office of the Oregon Attorney General at: 1162 Court St. NE, Salem, OR 97301; 1-877-877-9392; and <https://www.doj.state.or.us/>.
12. **For Rhode Island Resident.** You can obtain information about avoiding identity theft from the Rhode Island Office of the Attorney General at: Rhode Island Office of the Attorney General, Consumer Protection Unit 150, South Main Street, Providence, RI 02903; 1-401-274-4400; and [www.riag.ri.gov](http://www.riag.ri.gov). You have the right to obtain a police report, and to request a security freeze (charges may apply), as described above. Information pertaining to approximately 79 Rhode Island residents was potentially involved in this incident.
13. **For Washington, DC Residents.** You can obtain information about avoiding identity theft from the Office of the Attorney General for the District of Columbia at: Office of the Attorney General for the District of Columbia, 400 6th Street NW, Washington, DC 20001; 1-202-727-3400; and [www.oag.dc.gov](http://www.oag.dc.gov). You have the right to request a security freeze (without any charge) as described above.

**For More Information.**

We understand that you may have questions that are not addressed in this letter. We have established a dedicated toll-free call center to respond to additional inquiries about this matter. You can contact the call center at [REDACTED], between 9am - 9pm Eastern Time, Monday through Friday. We sincerely regret the inconvenience this incident has caused and remain committed to the security of information in our care.

Sincerely,

Concord Orthopaedics