

## **CarePointe ENT Notifies Individuals of Ransomware Attack**

MERRILLVILLE, INDIANA – August 23, 2021 – CarePointe ENT (“CarePointe”) was the target of a ransomware attack that resulted in individuals’ personal information being encrypted. In an abundance of caution, CarePointe has taken steps to notify all individuals and to provide resources to assist them.

### **What happened?**

On June 25, 2021, we were the target of a ransomware attack on our computer systems. Ransomware is a computer virus that encrypts computer systems until and unless we pay money (i.e., the ransom) demanded by the attackers. These rampant attacks continue to challenge everyone in the business and medical communities. We believe it is likely the attacker only wanted money and not the information on our computers but, in an abundance of caution, we are letting you know that your information was encrypted by the attackers.

### **What information was involved?**

Our investigation revealed that the encrypted system contained your electronic healthcare records which may have included your name, address, date of birth, Social Security number (only if provided), medical insurance information and related health information. While our investigation did not find evidence that your information has been specifically misused, we could not rule out the possibility that files containing some patient information may have been subject to unauthorized access as a result of this incident.

### **What we are doing.**

We take the security of your information seriously and have taken measures to reduce the likelihood of a future cyber-attack, including increasing threat detection and further restricting remote access to meet the continually evolving cyber threat.

### **What you can do.**

Although we have no reports of misuse of your or anyone's information, we encourage you to review the “Additional Important Information” section included with the notice mailed out. The section describes additional steps you can take to help protect yourself, including recommendations by the Federal Trade Commission (FTC) regarding identity theft protection and details on how to place a fraud alert or security freeze on your credit file. As an added precaution, you may want to closely monitor your personal accounts for any suspicious activity.

### **For more information.**

We have mailed notice to individuals potentially impacted by this incident which includes information about the incident and steps individuals can take to monitor and protect their personal information. Additionally, we have also established a toll-free call center to answer questions about the incident and related concerns. The call center is available Monday through Friday from 8:00 a.m. to 5:30 p.m. Central time, excluding major U.S. holidays, and can be reached at 855-528-1467.

We take the protection of individuals’ information seriously and sincerely apologize for any inconvenience this incident may cause.

*The following information is provided to help individuals wanting more information on steps they can take to protect themselves:*

### **How do I obtain a copy of my credit report?**

You can obtain a copy of your credit report, free of charge, directly from each of the three nationwide credit reporting agencies. To order your credit report, free of charge once every 12 months, please visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call toll free at 1-877-322-8228. Contact information for the three nationwide credit reporting agencies is included in the e-mail received by affected customers and is also listed at the bottom of this page.

### **How do I put a fraud alert on my account?**

You may consider placing a fraud alert on your credit report. This fraud alert statement informs creditors as to possible fraudulent activity within your report and requests that your creditor contact you prior to establishing any accounts in your name. To place a fraud alert on your credit report, contact Equifax, Experian or TransUnion and follow the Fraud Victims

instructions. To place a fraud alert on your credit accounts, contact your financial institution or credit provider. Contact information for the three nationwide credit reporting agencies is included in the notice mailed out and is also listed at the bottom of this page.

**Contact information for the three nationwide credit reporting agencies is as follows:**

**Equifax Security Freeze**

P.O. Box 105788

Atlanta, GA 30348-5788

<https://www.equifax.com/personal/credit-report-services/>

800-525-6285

**Experian Security Freeze**

P.O. Box 9554

Allen, TX 75013-9544

<https://www.experian.com/help/>

888-397-3742

**TransUnion Security Freeze**

P.O. Box 2000

Chester, PA 19014-0200

<https://www.transunion.com/credit-help>

800-680-7289