

SECURITY INCIDENT NOTIFICATION

Facility Impacted by Incident

Bridget P. Early, M.D., LLC d/b/a Namaste Health Care (“Namaste Health Care”) located at 504 East Broadway, Suite A, in Ashland, Missouri 65010

Date(s) of Incident

August 12-14, 2017

Affected Individuals

Any person who made an appointment with Namaste Health Care or visited the medical office of Namaste Health Care in Ashland, Missouri, on or prior to August 14, 2017.

Description of Incident

It is our understanding that during the weekend of August 12-13, 2017, an unknown cyber attacker gained improper access into Namaste’s computer systems and appears to have remotely accessed Namaste’s file server. The cyber attacker appears to have not only accessed and potentially viewed information contained on that file server but also then launched a ransomware virus/attack on the file share server, which resulted in the encryption of Namaste’s data that was housed on that server as of August 14, 2017.

Namaste learned of this activity on August 14, 2017, and immediately responded. First, we disabled the unauthorized user’s access and took the computer systems off-line, and with the assistance of our IT contractor, we worked to investigate, eliminate, and remediate the malware attack on the systems. We terminated any further remote access permissions pertaining to the system, and we then subsequently paid the cyber attacker’s ransom demand in order to obtain the decryption key and restore the encrypted data. Although we have not found any specific evidence to indicate that any data was transferred or exported to any remote location by the cyber attacker from Namaste’s system, we have been unable to definitively conclude that he/she did not access and view some amount of the data on its systems. Nevertheless, we were successfully able to restore its systems and recover all data within days of the attack.

Notification to Affected Individuals

Namaste values and respect the privacy of our patients’ information, and we sincerely apologize for any concerns or inconvenience this may cause any affected individual. This notification and the accompanying information is intended to provide details on this incident, steps that affected individuals can take to address

the situation, and resources that Namaste is making available to help such individuals.

We have engaged AllClear ID as a trusted partner to assist with the notification to affected individuals and provide support by answering any questions these individuals may have regarding the security incident.

On October 13, 2017, AllClear ID sent letters on our behalf to all individuals we had stored in our electronic records who either made an appointment with, or visited the office of, Namaste Health Care in Ashland, Missouri on or prior to August 14, 2017. If you believe that you have made an appointment with, or visited, the medical office of Namaste Health Care, but have not yet received a letter, you are hereby notified of the data security incident that Namaste Health Care recently experienced that may have resulted in the exposure and potential misuse of a portion of your protected health information (PHI). That information may include your: name, address, date of birth, social security number, medical record number, health insurance information, and information relating to the reason for your visits/appointments.

Given the breadth of information potentially involved, we want to make you aware of steps you may take to guard against identity theft or fraud. You should remain vigilant and regularly review your account statements and monitor your credit report for unauthorized activity. **Please review the information below about Identity Theft Protection.**

Further, we recommend that you notify your banking institutions and request a change of any account numbers, if you provided us with such information.

As an extra added precaution, we have also arranged to have AllClear ID protect affected individuals for 12 months at no cost to them. The following identity protection services start on October 13, 2017, and affected individuals can use their services (as discussed in this letter) at any time during the next 12 months.

AllClear Identity Repair: This service is automatically available to affected individuals with no enrollment required. If a problem arises, simply call 1-855-422-7187 and a dedicated investigator will help recover financial losses, restore your credit and make sure your identity is returned to its proper condition.

AllClear Credit Monitoring: This service offers additional layers of protection including credit monitoring and a \$1 million identity theft insurance policy. For a child under 18 years old, AllClear ID ChildScan identifies acts of credit, criminal, medical or employment fraud against children by searching thousands of public databases for use of your child's information. Affected individuals will be able to sign up online at enroll.allclearid.com or by phone by calling 1-855-422-7187. Namaste began mailing letters to patients on October 13, 2017. If you did not receive a letter, but believe you are an affected individual, call AllClear ID at 1-855-

422-7187 and provide the identity protection specialist with your name and address to verify whether you were identified as an individual potentially affected by this incident.

Please note: Additional steps may be required by you in order to activate your phone alerts and monitoring options.

If you have questions or concerns, contact AllClear ID at 1-855-422-7187 from 8:00 a.m.-8:00 p.m. Central Time, Monday through Saturday, and they can provide you with additional information regarding the incident as well as all aspects of the free credit monitoring and identity theft programs we have arranged for you. In addition, you may contact us directly at 573-657-7330 Monday through Friday from 8:30 a.m. to 5:00 p.m. Central Time.

Steps Taken to Address the Incident

Namaste is committed to protecting the security and confidentiality of patient information, and we deeply regret any inconvenience this may cause you. We want to assure you that we took immediate steps to secure your information.

Over and above our extensive investigation and response activities, we took steps to further evaluate and address any potentially-similar cyber security issues moving forward. As a result, in addition to security measures that were already in place, Namaste has further upgraded the computer systems generally, including robust upgrades to firewalls and remote access technology. Additionally, we continually review and update our policies and procedures regarding data privacy and security and have updated the security of our computer systems. We believe that our ongoing efforts will help minimize the risks of future events that could compromise this type of data.

INFORMATION ABOUT IDENTITY THEFT PROTECTION

We recommend that you regularly review statements from your accounts and periodically obtain your credit report from one or more of the national credit reporting companies. You may obtain a free copy of your credit report online at www.annualcreditreport.com, by calling toll-free 1-877-322-8228, or by mailing an Annual Credit Report Request Form (available at www.annualcreditreport.com) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281. You may also purchase a copy of your credit report by contacting one or more of the three national credit reporting agencies listed below.

Equifax: P.O. Box 740241, Atlanta, Georgia 30374-0241, 1-800-685-1111, www.equifax.com

Experian: P.O. Box 9532, Allen, TX 75013, 1-888-397-3742, www.experian.com

TransUnion: P.O. Box 1000, Chester, PA 19022, 1-800-888-4213, www.transunion.com

When you receive your credit reports, review them carefully. Look for accounts or creditor inquiries that you did not initiate or do not recognize. Look for information, such as home address and Social Security number, that is not accurate. If you see anything you do not understand, call the credit reporting agency at the telephone number on the report.

We recommend you remain vigilant with respect to reviewing your account statements and credit reports, and promptly report any suspicious activity or suspected identity theft to us and to the proper law enforcement authorities, including local law enforcement, your state's attorney general and/or the Federal Trade Commission ("FTC").

You may contact the FTC, the national credit reporting agencies, or your state's regulatory authority to obtain additional information about avoiding identity theft, including fraud alerts and security freezes (discussed in more detail below).

Federal Trade Commission, Consumer Response Center
600 Pennsylvania Avenue, NW, Washington, DC 20580, 1-877-IDTHEFT (438-4338),
www.ftc.gov/idtheft

For residents of North Carolina: You may also obtain information about preventing and avoiding identity theft from the North Carolina Attorney General's Office:

North Carolina Attorney General's Office, Consumer Protection Division
9001 Mail Service Center, Raleigh, NC 27699-9001, 1-877-5-NO-SCAM, www.ncdoj.gov

We recommend that you regularly review the explanation of benefits statement that you receive from your insurer. If you see any service that you believe you did not receive, please contact your insurer at the number on the statement. If you do not receive regular explanation of benefits statements, contact your provider and request them to send such statements following the provision of services in your name or number.

You may want to order copies of your credit reports and check for any medical bills that you do not recognize. If you find anything suspicious, call the credit reporting agency at the phone number on the report. Keep a copy of this notice for your records in case of future problems with your medical records. You may also want to request a copy of your medical records from your provider, to serve as a baseline. If you are a California resident, we suggest that you visit the web site of the California Office of Privacy Protection at www.privacy.ca.gov to find more information about your medical privacy.

Fraud Alerts: There are also two types of fraud alerts that you can place on your credit report to put your creditors on notice that you may be a victim of fraud: an initial alert and an extended alert. You may ask that an initial fraud alert be placed on your credit report if you suspect you have been, or are about to be, a victim of identity theft. An initial fraud alert stays on your credit report for at least 90 days. You may have an extended alert placed on your credit report if you have already been a victim of identity theft with the appropriate documentary proof. An extended fraud alert stays on your credit report for

seven years. You can place a fraud alert on your credit report by calling the toll-free fraud number of any of the three national credit reporting agencies listed below.

Equifax: 1-888-766-0008, www.equifax.com
Experian: 1-888-397-3742, www.experian.com
TransUnion: 1-800-680-7289, fraud.transunion.com

Credit Freezes (for Non-Massachusetts Residents): You may have the right to put a credit freeze, also known as a security freeze, on your credit file, so that no new credit can be opened in your name without the use of a PIN number that is issued to you when you initiate a freeze. A credit freeze is designed to prevent potential credit grantors from accessing your credit report without your consent. If you place a credit freeze, potential creditors and other third parties will not be able to get access to your credit report unless you temporarily lift the freeze. Therefore, using a credit freeze may delay your ability to obtain credit. In addition, you may incur fees to place, lift and/or remove a credit freeze. Credit freeze laws vary from state to state. The cost of placing, temporarily lifting, and removing a credit freeze also varies by state, generally \$5 to \$20 per action at each credit reporting company. *Unlike a fraud alert, you must separately place a credit freeze on your credit file at each credit reporting company.* Since the instructions for how to establish a credit freeze differ from state to state, please contact the three major credit reporting companies as specified below to find out more information:

Equifax: P.O. Box 105788, Atlanta, GA 30348, www.equifax.com
Experian: P.O. Box 9554, Allen, TX 75013, www.experian.com
TransUnion LLC: P.O. Box 2000, Chester, PA, 19022-2000, freeze.transunion.com

You can obtain more information about fraud alerts and credit freezes by contacting the FTC or one of the national credit reporting agencies listed above.

Credit Freezes (for Massachusetts Residents): Massachusetts law gives you the right to place a security freeze on your consumer reports. A security freeze is designed to prevent credit, loans and services from being approved in your name without your consent. Using a security freeze, however, may delay your ability to obtain credit. You may request that a freeze be placed on your credit report by sending a request to a credit reporting agency by certified mail, overnight mail or regular stamped mail to the address below:

Equifax: P.O. Box 105788, Atlanta, GA 30348, www.equifax.com
Experian: P.O. Box 9554, Allen, TX 75013, www.experian.com
TransUnion LLC: P.O. Box 2000, Chester, PA, 19022-2000, freeze.transunion.com

Unlike a fraud alert, you must separately place a credit freeze on your credit file at each credit reporting company. The following information should be included when requesting a security freeze (documentation for you and your spouse must be submitted when freezing a spouse's credit report): full name, with middle initial and any suffixes; Social Security number; date of birth (month, day and year); current address and previous

addresses for the past five (5) years; and applicable fee (if any) or incident report or complaint with a law enforcement agency or the Department of Motor Vehicles. The request should also include a copy of a government-issued identification card, such as a driver's license, state or military ID card, and a copy of a utility bill, bank or insurance statement. Each copy should be legible, display your name and current mailing address, and the date of issue (statement dates must be recent). The credit reporting company may charge a reasonable fee of up to \$5 to place a freeze or lift or remove a freeze, unless you are a victim of identity theft or the spouse of a victim of identity theft, and have submitted a valid police report relating to the identity theft to the credit reporting company.