

## **NOTICE OF DATA PRIVACY EVENT**

### **ABOUT THE DATA PRIVACY EVENT**

On March 13, 2017, Walnut Place leadership was informed that a ransomware attack occurred on or around January 25, 2017 and was remediated on February 2, 2017. While investigating this incident, Walnut Place was affected by another ransomware attack on May 6, 2017 and discovered it that same day. Upon learning of the May 6, 2017 attack, Walnut Place continued its investigation to determine the full scope of the incident. Based on Walnut Place's investigation to date, there is currently no evidence that any information was taken from the affected systems. However, Walnut Place determined that unauthorized individuals had accessed Walnut Place's systems and that certain personal information could have been accessed. While Walnut Place's investigation is ongoing, the first observed date of unauthorized activity occurred on December 19, 2016 and the last date occurred on May 8, 2017. Walnut Place has been working diligently, with the assistance of third-party forensic investigators, to determine the full nature and scope of this incident, and to confirm the security of its systems. As part of Walnut Place's investigation, it also notified the FBI.

### **FREQUENTLY ASKED QUESTIONS**

**What happened?** On March 13, 2017, Walnut Place leadership was informed that a ransomware attack (a type of malware that encrypts files) occurred on or around January 25, 2017 and was remediated on February 2, 2017. While investigating this incident, Walnut Place was affected by a **second** ransomware attack on May 6, 2017. Upon discovering the ransomware attack, Walnut Place launched an investigation to determine the full scope of the incident. Based on Walnut Place's investigation to date, there is currently no evidence that any information, including yours, was taken from the affected systems. However, we determined that unauthorized individuals had accessed Walnut Place's systems and that your information could have been accessed. While our investigation is ongoing, the first observed date of unauthorized activity occurred on December 19, 2016 and the last date occurred on May 8, 2017.

**What information may have been affected by this incident?** The systems that were impacted by this incident contained information including names, Social Security numbers, driver's license numbers, dates of birth, address information, telephone numbers, medical record numbers, payment information (such as banking and credit card information), health insurance information, and clinical/diagnostic information related to Walnut Place patients and residents. The type of information potentially affected was not the same for each individual. While there is currently no evidence of any actual or attempted misuse of information as a result of this incident, Walnut Place decided the prudent course is to provide this notice given the sensitive nature of this information.

**How will I know if I am affected by this incident?** Walnut Place will mail notice letters to individuals whose data was present on the affected systems. Walnut Place will continue the notification process should additional individuals be determined to be potentially impacted. In the meantime, if you believe you may be impacted but did not receive a letter, you may call Walnut

Place's dedicated assistance line at 1-888-735-5898 (toll free), Monday through Friday, 8:00 a.m. to 8:00 p.m. CT.

**Is Walnut Place providing impacted individuals access to credit monitoring services?** Yes, Walnut Place has provided potentially impacted individuals access to free credit monitoring services. Information on these services was included in the notice letter mailed to individuals whose information was on the affected systems.

### **What can I do to protect my information?**

#### **Monitor Your Accounts.**

*Credit Reports.* Walnut Place encourages potentially impacted individuals to remain vigilant against incidents of identity theft and fraud, to review account statements, and to monitor their credit reports and explanation of benefits forms for suspicious activity. Under U.S. 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.

*Fraud Alerts.* At no charge, you can also have these 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 any one of the agencies listed below.

Equifax  
P.O. Box 105069  
Atlanta, GA 30348  
800-525-6285  
[www.equifax.com](http://www.equifax.com)

Experian  
P.O. Box 2002  
Allen, TX 75013  
888-397-3742  
[www.experian.com](http://www.experian.com)

TransUnion  
P.O. Box 2000  
Chester, PA 19106  
800-680-7289  
[www.transunion.com](http://www.transunion.com)

*Security Freeze.* You may also place a security freeze on your credit reports. A security freeze prohibits a credit bureau from releasing any information from a consumer's credit report without the consumer's written authorization. However, please be advised 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. If you have been a victim of identity theft and you provide the credit bureau with a valid police report, it cannot charge you to place, lift, or remove a security freeze. In all other cases, a credit bureau may charge you a fee to place, temporarily lift, or permanently remove a security freeze. Fees vary based on where you live, but commonly range from \$3 to \$15. You will need to place a security freeze separately with each of the three major credit bureaus listed above 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, you can use the following contact information:

Equifax Security Freeze

P.O. Box 105788

Atlanta, GA 30348

1-800-685-1111

<https://www.freeze.equifax.com>

Experian Security Freeze

P.O. Box 9554

Allen, TX 75013

1-888-397-3742

[www.experian.com/freeze/](http://www.experian.com/freeze/)

TransUnion

P.O. Box 2000

Chester, PA 19016

1-888-909-8872

[www.transunion.com/](http://www.transunion.com/)

### **Additional Information.**

Instances of known or suspected identity theft should be reported to law enforcement and the Federal Trade Commission.

**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.