

June 28, 2021

NOTICE OF DATA INCIDENT

Office of the Attorney General
1125 Washington St. SE
P.O.BOX 40100
Olympia, WA 98504

To Whom it May Concern:

Pursuant to RCW 19.255.010(7), this letter is to serve as notice to the Attorney General's Office of a recent privacy issue at Ankle and Foot Physicians and Surgeons PLLC ("Ankle and Foot"). Ankle and Foot is a podiatry clinic located at 601 SE 117th Ave Suite 240, Vancouver, WA 98683.

Ankle and Foot was a victim of a ransomware attack that took place on or about April 25, 2021 and was discovered April 26, 2021. The main system that was encrypted held Ankle and Foot's radiograph (commonly known as x-ray) files. The radiographs contained patient name and date of birth. The other system that was encrypted held employee files, including name, date of birth, address and social security number. There has been no evidence that the attacker downloaded or took possession of any documents. However, out of an abundance of caution, Ankle and Foot is providing notice to affected individuals. Ankle and Foot is mailing notices to 4,996 Washington residents. Of that total, 4,968 were patients, while 28 were employees. The notices are being mailed to the Washington residents on or about June 28, 2021. I have attached a copy of both notices for more information.

Immediately upon discovering this incident, Ankle and Foot hired a third-party forensic analysis firm to fully investigate the incident and to help determine the universe of affected individuals. The forensic firm confirmed that the attacker's access had been terminated and that there was no evidence that any data was removed from Ankle and Foot's systems. Ankle and Foot has implemented additional safeguards recommended by the third-party forensic consultants in order to prevent similar attacks in the future. Ankle and Foot takes the safeguarding of personal information very seriously. Ankle and Foot is offering MyIDCare™ identity theft protection services through IDX® at no cost. MyIDCare services include: 12 months of credit and CyberScan monitoring, a \$1,000,000 insurance reimbursement policy, and fully managed id theft recovery



June 28, 2021

Page 2

services. With this protection, MyIDCare will help those affected resolve issues if their identity was compromised.

Please let us know if you have any additional questions regarding this incident.

Sincerely,

Todd C. Kinney

TCK



Ankle and Foot Physicians and
Surgeons PLLC

C/O IDX
P.O. Box 1907
Suwanee, GA 30024

To Enroll, Please Call:
(833) 909-3911
Or Visit:
[https://app.idx.us/account-
creation/protect](https://app.idx.us/account-creation/protect)
Enrollment Code: [XXXXXXXXXX]

<<First Name>> <<Last Name>>
<<Address1>> <<Address2>>
<<City>>, <<State>> <<Zip>>

June 28, 2021

Notice of Data Breach

Dear <<First Name>> <<Last Name>>,

We are writing to make you aware of a privacy issue that took place on or about April 26, 2021 at Ankle and Foot Physicians and Surgeons PLLC (“Ankle and Foot”). You are receiving this letter because our records indicate that your information was involved in this incident. We take the protection of personal information very seriously and understand that your personal information is important to you. We recommend that you review this letter and take action as described below in order to mitigate any risk that your personal information will be used in an unauthorized manner.

What Happened

Ankle and Foot was the victim of a ransomware attack that encrypted several of our systems. While we were able to recover some of the records, we were not able to recover all of them. It is important to note that we have no evidence that the individual(s) who carried out this attack (the “Attacker”) downloaded or took possession of any documents. You are receiving this notice because we believe your personal information is included among the records we could not recover.

What Information Was Involved

The main system that was encrypted held Ankle and Foot’s radiograph (commonly known as x-ray) files. Radiographs contained patient’s name and date of birth. We would like to point out again that we have no evidence that the Attacker downloaded or took possession of any documents. However, if you have specific questions about your medical records, you can contact Ankle and Foot at (844) 977-2377.

What We Did and What We Are Doing

Immediately upon discovering this incident, we hired a third-party forensic analysis firm to fully investigate the incident. The firm confirmed that the Attacker’s access had been terminated and that there was no evidence that any data was removed from our systems. We have implemented all additional safeguards recommended by the third-party forensic consultants in order to prevent similar attacks in the future. We take the safeguarding of your information very seriously and are notifying the appropriate regulators. In addition, we are offering IDX identity theft protection services through IDX® at no cost to you. IDX services include: 12 months of credit and CyberScan monitoring, a \$1,000,000 insurance reimbursement policy, and fully managed id theft recovery services. With this protection, IDX will help you resolve issues if your identity is compromised.

What You Can Do

While we have no evidence to suggest that your information has been misused at this time, we encourage you to take full advantage of these identity theft protection services. You can contact IDX and enroll by calling (833) 909-3911 or by going to <https://app.idx.us/account-creation/protect> and using the Enrollment Code provided above. IDX experts are available Monday through Friday from 6 am - 6 pm Pacific Time. Please note the deadline to enroll is September 28, 2021.

For More Information

Please refer to the enclosed Recommended Steps document for more information regarding contact information for the three major credit bureaus and select government agencies. Please do not discard this letter, you will need to reference the enrollment code at the top of this letter when calling or enrolling online. We encourage you to take full advantage of this service offering and reach out to Ankle and Foot with any questions and concerns.

Sincerely,

A handwritten signature in dark ink, appearing to read "Ellen Wenzel", written in a cursive style.

Dr. Ellen Wenzel
(Enclosure)



Recommended Steps to help Protect your Information

1. Website and Enrollment. Go to <https://app.idx.us/account-creation/protect> and follow the instructions for enrollment using your Enrollment Code provided at the top of the letter.

2. Activate the credit monitoring provided as part of your IDX identity protection membership. The monitoring included in the membership must be activated to be effective. Note: You must have established credit and access to a computer and the internet to use this service. If you need assistance, IDX will be able to assist you.

3. Telephone. Contact IDX at (833) 909-3911 to gain additional information about this event and speak with knowledgeable representatives about the appropriate steps to take to protect your credit identity.

4. Review your credit reports. We recommend that you remain vigilant by reviewing account statements and monitoring credit reports. Under federal law, you also are entitled every 12 months to one free copy of your credit report from each of the three major credit reporting companies. To obtain a free annual credit report, go to www.annualcreditreport.com or call 1-877-322-8228. You may wish to stagger your requests so that you receive a free report by one of the three credit bureaus every four months.

If you discover any suspicious items and have enrolled in IDX identity protection, notify them immediately by calling or by logging into the IDX website and filing a request for help.

If you file a request for help or report suspicious activity, you will be contacted by a member of our ID Care team who will help you determine the cause of the suspicious items. In the unlikely event that you fall victim to identity theft as a consequence of this incident, you will be assigned an ID Care Specialist who will work on your behalf to identify, stop and reverse the damage quickly.

You should also know that you have the right to file a police report if you ever experience identity fraud. Please note that in order to file a crime report or incident report with law enforcement for identity theft, you will likely need to provide some kind of proof that you have been a victim. A police report is often required to dispute fraudulent items. You can report suspected incidents of identity theft to local law enforcement or to the Attorney General.

5. Place Fraud Alerts with the three credit bureaus. If you choose to place a fraud alert, we recommend you do this after activating your credit monitoring. You can place a fraud alert at one of the three major credit bureaus by phone and also via Experian's or Equifax's website. A fraud alert tells creditors to follow certain procedures, including contacting you, before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit. The contact information for all three bureaus is as follows:

Credit Bureaus

Equifax Fraud Reporting
1-866-349-5191
P.O. Box 105069
Atlanta, GA 30348-5069
www.equifax.com

Experian Fraud Reporting
1-888-397-3742
P.O. Box 9554
Allen, TX 75013
www.experian.com

TransUnion Fraud Reporting
1-800-680-7289
P.O. Box 2000
Chester, PA 19022-2000
www.transunion.com

It is necessary to contact only ONE of these bureaus and use only ONE of these methods. As soon as one of the three bureaus confirms your fraud alert, the others are notified to place alerts on their records as well. You will receive confirmation letters in the mail and will then be able to order all three credit reports, free of charge, for your review. An initial fraud alert will last for one year.

Please Note: No one is allowed to place a fraud alert on your credit report except you.

6. Security Freeze. By placing a security freeze, someone who fraudulently acquires your personal identifying information will not be able to use that information to open new accounts or borrow money in your name. You will need to contact the three national credit reporting bureaus listed above to place the freeze. Keep in mind that when you place the freeze, you will not be able to borrow money, obtain instant credit, or get a new credit card until you temporarily lift or permanently remove the freeze. There is no cost to freeze or unfreeze your credit files.

7. You can obtain additional information about the steps you can take to avoid identity theft from the following agencies. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them.

California Residents: Visit the California Office of Privacy Protection (www.oag.ca.gov/privacy) for additional information on protection against identity theft.

Kentucky Residents: Office of the Attorney General of Kentucky, 700 Capitol Avenue, Suite 118 Frankfort, Kentucky 40601, www.ag.ky.gov, Telephone: 1-502-696-5300.

Maryland Residents: Office of the Attorney General of Maryland, Consumer Protection Division 200 St. Paul Place Baltimore, MD 21202, www.oag.state.md.us/Consumer, Telephone: 1-888-743-0023.

New Mexico Residents: 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 a violator. 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. You can review your rights pursuant to the Fair Credit Reporting Act by visiting www.consumerfinance.gov/f/201904_cfpb_summary_your-rights-under-fcra.pdf, or by writing Consumer Response Center, Room 130-A, Federal Trade Commission, 600 Pennsylvania Ave. N.W., Washington, D.C. 20580.

New York Residents: the Attorney General may be contacted at: Office of the Attorney General, The Capitol, Albany, NY 12224-0341; 1-800-771-7755; <https://ag.ny.gov/>.

North Carolina Residents: Office of the Attorney General of North Carolina, 9001 Mail Service Center Raleigh, NC 27699-9001, www.ncdoj.gov, Telephone: 1-919-716-6400.

Oregon Residents: Oregon Department of Justice, 1162 Court Street NE, Salem, OR 97301-4096, www.doj.state.or.us/, Telephone: 877-877-9392

Rhode Island Residents: Office of the Attorney General, 150 South Main Street, Providence, Rhode Island 02903, www.riag.ri.gov, Telephone: 401-274-4400

All US Residents: Identity Theft Clearinghouse, Federal Trade Commission, 600 Pennsylvania Avenue, NW Washington, DC 20580, www.consumer.gov/idtheft, 1-877-IDTHEFT (438-4338), TTY: 1-866-653-4261.



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Or Visit:
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Ankle and Foot was the victim of a ransomware attack that encrypted several of our systems. While we were able to recover some of the data, we were not able to recover all of it. It is important to note that we have no evidence that the individual(s) who carried out this attack (the “Attacker”) downloaded or took possession of any documents. You are receiving this notice because we believe your personal information is included among the records we could not recover.

What Information Was Involved

One of the systems that was encrypted held employee files, which contained the following: name, date of birth, address and social security number.

What We Did and What We Are Doing

Immediately upon discovering this incident, we hired a third-party forensic analysis firm to fully investigate the incident. The firm confirmed that the Attacker’s access had been terminated and that there was no evidence that any data was removed from our systems. We have implemented all additional safeguards recommended by the third-party forensic consultants in order to prevent similar attacks in the future. We take the safeguarding of your information very seriously and are notifying the appropriate regulators. In addition, we are offering IDX identity theft protection services through IDX® at no cost to you. IDX services include: 12 months of credit and CyberScan monitoring, a \$1,000,000 insurance reimbursement policy, and fully managed id theft recovery services. With this protection, IDX will help you resolve issues if your identity is compromised.

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Dr. Ellen Wenzel

(Enclosure)



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P.O. Box 105069
Atlanta, GA 30348-5069
www.equifax.com

Experian Fraud Reporting
1-888-397-3742
P.O. Box 9554
Allen, TX 75013
www.experian.com

TransUnion Fraud Reporting
1-800-680-7289
P.O. Box 2000
Chester, PA 19022-2000
www.transunion.com

It is necessary to contact only ONE of these bureaus and use only ONE of these methods. As soon as one of the three bureaus confirms your fraud alert, the others are notified to place alerts on their records as well. You will receive confirmation letters in the mail and will then be able to order all three credit reports, free of charge, for your review. An initial fraud alert will last for one year.

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Maryland Residents: Office of the Attorney General of Maryland, Consumer Protection Division 200 St. Paul Place Baltimore, MD 21202, www.oag.state.md.us/Consumer, Telephone: 1-888-743-0023.

New Mexico Residents: 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 a violator. 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. You can review your rights pursuant to the Fair Credit Reporting Act by visiting www.consumerfinance.gov/f/201904_cfpb_summary_your-rights-under-fcra.pdf, or by writing Consumer Response Center, Room 130-A, Federal Trade Commission, 600 Pennsylvania Ave. N.W., Washington, D.C. 20580.

New York Residents: the Attorney General may be contacted at: Office of the Attorney General, The Capitol, Albany, NY 12224-0341; 1-800-771-7755; <https://ag.ny.gov/>.

North Carolina Residents: Office of the Attorney General of North Carolina, 9001 Mail Service Center Raleigh, NC 27699-9001, www.ncdoj.gov, Telephone: 1-919-716-6400.

Oregon Residents: Oregon Department of Justice, 1162 Court Street NE, Salem, OR 97301-4096, www.doj.state.or.us/, Telephone: 877-877-9392

Rhode Island Residents: Office of the Attorney General, 150 South Main Street, Providence, Rhode Island 02903, www.riag.ri.gov, Telephone: 401-274-4400

All US Residents: Identity Theft Clearinghouse, Federal Trade Commission, 600 Pennsylvania Avenue, NW Washington, DC 20580, www.consumer.gov/idtheft, 1-877-IDTHEFT (438-4338), TTY: 1-866-653-4261.