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March 7, 2024

VIA E-MAIL

Washington State Office of the Attorney General
1125 Washington Street SE
PO Box 40100
Olympia, WA 98504-0100
E-mail: securitybreach@atg.wa.gov

Re: Preliminary Notice of Data Event

To Whom It May Concern:

We represent Rebound Orthopedics & Neurosurgery (“Rebound Orthopedics”) located at 200 Northeast Mother Joseph Place, Suite 210, Vancouver, WA 98864, and are writing to provide preliminary notice to your office of an incident that may affect the security of certain personal information relating to at least ninety-eight (98) Washington residents. The investigation into this matter is ongoing, and this notice will be supplemented with any new significant facts learned subsequent to its submission. By providing this notice, Rebound Orthopedics does not waive any rights or defenses regarding the applicability of Washington law, the applicability of the Washington data event notification statute, or personal jurisdiction.

Nature of the Data Event

On February 3, 2024, Rebound Orthopedics became aware of suspicious activity on its computer network. Following this, Rebound Orthopedics promptly commenced an investigation with the assistance of computer forensic specialists to secure its systems and determine the nature and scope of the incident. Rebound Orthopedics’ investigation determined that an unknown and unauthorized actor accessed certain systems in its environment on February 2, 2024, and viewed or copied certain files stored on these systems during this time. Rebound Orthopedics is currently performing a detailed review of the files to determine what data was contained therein and to whom that data relates. On or about February 10, 2024, Rebound Orthopedics determined that information related to certain individuals was present within the affected files. The information present in the affected files varies per person and includes individuals’ names, Social Security

number, date of birth, signature, occupational health related information, username and password and security questions, and email address and password. Rebound Orthopedics has no evidence of any fraudulent misuse of information in connection with this incident.

Notice to Washington Residents

On or about March 7, 2024, Rebound Orthopedics began providing written notice of this incident to impacted individuals identified to date, which includes ninety-eight (98) Washington residents. Written notice is being provided in substantially the same form as the letter attached here as *Exhibit A*.

Other Steps Taken and To Be Taken

Upon discovering the event, Rebound Orthopedics moved quickly to investigate and respond to the incident, assess the security of Rebound Orthopedics systems, and identify potentially affected individuals. Further, Rebound Orthopedics notified federal law enforcement regarding the event. Rebound Orthopedics is providing access to credit monitoring services for twenty-four (24) months through Experian, to individuals whose personal information was potentially affected by this incident, at no cost to these individuals.

Additionally, Rebound Orthopedics is providing impacted individuals with guidance on how to monitor for and protect against identity theft and fraud. Rebound Orthopedics is providing individuals with information on how to place a fraud alert and security freeze on one's credit file, the contact details for the national consumer reporting agencies, information on how to obtain a free credit report, a reminder to remain vigilant for incidents of fraud and identity theft by reviewing account statements and monitoring free credit reports, and encouragement to contact the Federal Trade Commission, their state Attorney General, and law enforcement to report attempted or actual identity theft and fraud.

Rebound Orthopedics is providing written notice of this incident to relevant state and federal regulators, as necessary.

Contact Information

Should you have any questions regarding this notification or other aspects of the data security event, please contact us at (267)-930-4839.

Very truly yours,



Rebecca J. Jones of
MULLEN COUGHLIN LLC

EXHIBIT A



The Region's Most Preferred.

Return Mail Processing
PO Box 999
Suwanee, GA 30024

1 1 1 *****SNGLP

SAMPLE A. SAMPLE - L01

APT ABC



123 ANY ST

ANYTOWN, US 12345-6789



March 7, 2024

RE: [Extra2]

Dear Sample A. Sample:

Rebound Orthopedics & Neurosurgery ("Rebound Orthopedics") is contacting you to notify you of an incident that occurred on our systems that affects some of your personal information. We take the security of information in our care seriously and are providing you with this notice to make you aware of the incident, the steps we are taking in response, and steps you may take to help protect your personal information, should you feel it is appropriate to do so.

What Happened? On February 3, 2024, Rebound Orthopedics became aware of suspicious activity on our computer network. Following this, we promptly commenced an investigation with the assistance of computer forensic specialists to secure our systems and determine the nature and scope of the incident. Our investigation determined that an unknown and unauthorized actor accessed certain systems in our environment on February 2, 2024, and viewed or copied certain files stored on these systems during this time. Rebound Orthopedics is currently performing a detailed review of the files to determine what data was contained therein and to whom that data relates. On or about February 10, 2024, we determined that information related to you was present within the affected files. We have no evidence of any fraudulent misuse of your information in connection with this incident.

What Information Was Involved? We determined that your name and [Extra1] were present in the affected files. To date, we are unaware of any actual misuse of this information as a result of the event. If our ongoing investigation identifies any additional information relating to you that was impacted, we will provide you another letter to report the additional information.

What We Are Doing. Upon discovering this incident, we took immediate steps to further secure our environment and conducted a thorough investigation of the incident. We have also implemented additional safeguards to increase our security posture. We have notified federal law enforcement. As an added precaution, we are offering you complimentary access to twenty-four (24) months of credit monitoring services, through Experian. You will need to enroll yourself in these services if you wish to do so, as we are not able to activate them on your behalf. Please review the instructions contained in the attached Steps You Can Take to Protect Personal Information for additional detail on these services.

What You Can Do. Rebound Orthopedics encourages you to remain vigilant against incidents of identity theft and fraud, to review your account statements and monitor free credit reports for suspicious activity and to detect errors. We also encourage you to review the enclosed Steps You Can Take to Protect Personal Information and enroll in the credit monitoring services we are offering. In addition, we encourage you to promptly report any suspected incidents of identity theft to local law enforcement, the Federal Trade Commission, and/or your state Attorney General.

For More Information. If you have questions that are not answered by this letter, please call our dedicated assistance line at 1-833-918-7342, Monday through Friday from 6 am – 6 pm Pacific Time (excluding major U.S. holidays) or write to Rebound Orthopedics at 200 NE Mother Joseph Place, Suite 210, Vancouver, WA 98664.

We sincerely apologize that this incident occurred and regret any inconvenience it may cause you.

Sincerely,

William Mowe

A handwritten signature in black ink, appearing to read 'William Mowe', with a stylized flourish at the end.

Rebound Orthopedics & Neurosurgery

STEPS YOU CAN TAKE TO PROTECT PERSONAL INFORMATION

Enroll in Monitoring Services

To help protect your identity, we are offering complimentary access to Experian IdentityWorksSM for twenty-four (24) 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 twenty-four (24) 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.

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 twenty-four (24)-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** June 30, 2024 (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/credit>
- Provide your **activation code: XXXXXX**

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 1-833-918-7342 by June 30, 2024. Be prepared to provide engagement number B117647 as proof of eligibility for the Identity Restoration services by Experian.

ADDITIONAL DETAILS REGARDING YOUR TWENTY-FOUR (24)-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 file 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.

Monitor Your Accounts

Under U.S. law, a consumer is entitled to one free credit report annually from each of the three major credit reporting bureaus, Equifax, Experian, and TransUnion. To order a free credit report, visit www.annualcreditreport.com or call, toll-free, 1-877-322-8228. Consumers may also directly contact the three major credit reporting bureaus listed below to request a free copy of their credit report.

Consumers have the right to place an initial or extended “fraud alert” on a credit file at no cost. An initial fraud alert is a 1-year alert that is placed on a consumer’s credit file. Upon seeing a fraud alert display on a consumer’s credit file, a business is required to take steps to verify the consumer’s identity before extending new credit. If consumers are the victim of identity theft, they are entitled to an extended fraud alert, which is a fraud alert lasting seven years. Should consumers wish to place a fraud alert, please contact any of the three major credit reporting bureaus listed below.

As an alternative to a fraud alert, consumers have the right to place a “credit freeze” on a credit report, which will prohibit a credit bureau from releasing information in the credit report without the consumer’s express authorization. The credit freeze is designed to prevent credit, loans, and services from being approved in a consumer’s name without consent. However, consumers should be aware that using a credit freeze to take control over who gets access to the personal and financial information in their credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application they make regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, consumers cannot be charged to place or lift a credit freeze on their credit report. To request a credit freeze, individuals may need to provide some or all of the following information:

1. Full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security number;
3. Date of birth;
4. Addresses for the prior two to five years;
5. Proof of current address, such as a current utility bill or telephone bill;
6. A legible photocopy of a government-issued identification card (state driver’s license or ID card, etc.); and
7. A copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft if they are a victim of identity theft.

Should consumers wish to place a credit freeze or fraud alert, please contact the three major credit reporting bureaus listed below:

Equifax	Experian	TransUnion
https://www.equifax.com/personal/credit-report-services/	https://www.experian.com/help/	https://www.transunion.com/credit-help
1-888-298-0045	1-888-397-3742	1-800-916-8800
Equifax Fraud Alert, P.O. Box 105069 Atlanta, GA 30348-5069	Experian Fraud Alert, P.O. Box 9554, Allen, TX 75013	TransUnion Fraud Alert, P.O. Box 2000, Chester, PA 19016
Equifax Credit Freeze, P.O. Box 105788 Atlanta, GA 30348-5788	Experian Credit Freeze, P.O. Box 9554, Allen, TX 75013	TransUnion Credit Freeze, P.O. Box 160, Woodlyn, PA 19094

Additional Information

Consumers may further educate themselves regarding identity theft, fraud alerts, credit freezes, and the steps they can take to protect your personal information by contacting the consumer reporting bureaus, the Federal Trade Commission, or their state Attorney General. The Federal Trade Commission may be reached at: 600 Pennsylvania Avenue NW, Washington, D.C. 20580; www.identitytheft.gov; 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. Consumers can obtain further information on how to file such a complaint by way of the contact information listed above. Consumers have the right to file a police report if they ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, consumers will likely need to provide some proof that they have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement and the relevant state Attorney General.