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September 24, 2019

File No. 28759.1209

**VIA EMAIL**

Attorney General Bob Ferguson  
Office of the Attorney General  
Consumer Protection Division  
1125 Washington Street SE  
P.O. Box 40100  
Olympia, WA 98504-0100  
Email: [SecurityBreach@atg.wa.gov](mailto:SecurityBreach@atg.wa.gov)

Re: Notice of Data Security Incident

Dear Attorney General Ferguson:

I represent Majoris Health Systems, Inc. ("Majoris"), located in Lake Oswego, Oregon. The purpose of this letter is to notify you that Majoris recently experienced a data security incident that involved personal information for five hundred sixteen (516) Washington residents. Majoris has notified all affected individuals and offered them 24 months of complimentary credit monitoring services.

Majoris recently detected and immediately contained a possible data security incident. It launched an investigation and engaged a digital forensics firm to assist in determining whether any personal information was affected. On August 23, 2019, the digital forensics firm confirmed that personal information for Washington residents may have been acquired without authorization. Majoris then promptly notified the data owner of the incident, and worked to gather address information for all affected individuals. Beginning September 20, 2019, Majoris notified the affected individuals and offered them 24 months of complimentary credit monitoring services. Majoris has reviewed its security measures in an effort to prevent a similar incident from occurring.

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Please contact me should you have any questions.

Sincerely,



Sean B. Hoar of  
LEWIS BRISBOIS BISGAARD & SMITH LLP

Enclosure: consumer notification letter



<<Date>> (Format: Month Day, Year)

<<first\_name>> <<middle\_name>> <<last\_name>> <<suffix>>  
<<address\_1>>  
<<address\_2>>  
<<city>>, <<state\_province>> <<postal\_code>>  
<<country >>

Notice of Data Security Incident

Dear <<first\_name>> <<middle\_name>> <<last\_name>> <<suffix>>,

I am writing to inform you of an incident that involved your personal information. Majoris Health Systems, Inc. ("Majoris") provides workers' compensation managed care services to Barrett Business Services, Inc. ("BBSI"). Majoris takes the privacy and security of all information within its control very seriously. That is why we are contacting you to notify you of the incident, provide you with steps you can take to protect your information, and offer you twenty-four (24) months of credit and identity monitoring services at no cost.

**What Happened?** We recently detected and immediately contained a potential data security incident. On or about July 24, 2019, Majoris detected apparent unauthorized access to certain information through the malicious use of its website. The unauthorized access was immediately terminated and an investigation was launched to determine the nature and scope of the incident. A digital forensics firm was engaged to assist with the investigation. On August 23, 2019, the forensic investigation confirmed that your personal information was accessed without authorization.

**What Information Was Involved?** The information included your name and Social Security number, and may have also included your date of birth and last known address.

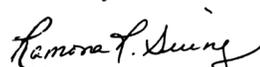
**What Are We Doing?** In addition to the steps described above, Majoris has taken measures to help prevent similar incidents from occurring in the future, including eliminating the means by which the website was maliciously used, and masking all Social Security numbers. Majoris also reported the matter to law enforcement, and is offering you 24 months of credit monitoring services at no charge.

**What You Can Do:** You can follow the steps recommended on the following page to further protect your personal information. In addition, you can enroll in the complimentary credit monitoring services we are offering for 24 months. To enroll in the services online, please visit <https://www.experianidworks.com/3bcredit> and use the following enrollment code: <<Member ID>>. To enroll via telephone please call 877.288.8057 and reference the following engagement number: <<b2b\_text\_2>>. To receive credit monitoring services, you must be over the age of 18, have established credit in the United States, have a Social Security number in your name, and have a U.S. residential address associated with your credit file. The deadline to enroll in these services is <<b2b\_text\_1>>.

**For More Information:** Further information about how to protect your personal information appears on the following page. If you have questions or need assistance, please call our designated help line at 1-833-943-1376, Monday through Friday, from 8:00 a.m. to 5:30 p.m. Central Time.

We take the privacy and security of all information within our control very seriously. We apologize for any worry or inconvenience that this incident may cause.

Sincerely,

  
Ramona St. George-Suing  
Chief Executive Officer  
Majoris Health Systems, Inc.

## STEPS YOU CAN TAKE TO FURTHER PROTECT YOUR INFORMATION

**Review Your Account Statements and Notify Law Enforcement of Suspicious Activity:** As a precautionary measure, we recommend that you remain vigilant by reviewing your account statements and credit reports closely. If you detect any suspicious activity on an account, you should promptly notify the financial institution or company with which the account is maintained. You also should promptly report any fraudulent activity or any suspected incidence of identity theft to proper law enforcement authorities, your state attorney general, and/or the Federal Trade Commission (FTC).

**Copy of Credit Report:** You may obtain a free copy of your credit report from each of the three major credit reporting agencies once every 12 months by visiting <http://www.annualcreditreport.com/>, calling toll-free 877-322-8228, or by completing an Annual Credit Report Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348. You can print this form at <https://www.annualcreditreport.com/cra/requestformfinal.pdf>. You also can contact one of the following three national credit reporting agencies:

<b>TransUnion</b> P.O. Box 1000 Chester, PA 19016 1-877-322-8228 <a href="http://www.transunion.com">www.transunion.com</a>	<b>Experian</b> P.O. Box 9532 Allen, TX 75013 1-888-397-3742 <a href="http://www.experian.com">www.experian.com</a>	<b>Equifax</b> P.O. Box 105851 Atlanta, GA 30348 1-800-525-6285 <a href="http://www.equifax.com">www.equifax.com</a>	<b>Free Annual Report</b> P.O. Box 105281 Atlanta, GA 30348 1-877-322-8228 <a href="http://annualcreditreport.com">annualcreditreport.com</a>
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**Fraud Alert:** You may want to consider placing a fraud alert on your credit report. An initial fraud alert is free and will stay on your credit file for at least one (1) year. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any accounts in your name. To place a fraud alert on your credit report, contact any of the three credit reporting agencies identified above. Additional information is available at <http://www.annualcreditreport.com>.

**Security Freeze:** You have the right to put a security freeze on your credit file. This will prevent new credit from being opened in your name without the use of a PIN number that is issued to you when you initiate the freeze. A security freeze is designed to prevent potential creditors from accessing your credit report without your consent. As a result, using a security freeze may interfere with or delay your ability to obtain credit. You must separately place a security freeze on your credit file with each credit reporting agency. There should be no charge to place a security freeze on your credit file. In order to place a security freeze, you may be required to provide the consumer reporting agency with information that identifies you including your full name, Social Security number, date of birth, current and previous addresses, a copy of your state-issued identification card, and a recent utility bill, bank statement or insurance statement.

**Additional Free Resources:** You can obtain information from the consumer reporting agencies, the FTC or from your respective state Attorney General about steps you can take toward preventing identity theft. You may report suspected identity theft to local law enforcement, including to the FTC or to the Attorney General in your state. Residents of Maryland, North Carolina, and Rhode Island can obtain more information from their Attorneys General using the contact information below.

<b>Federal Trade Commission</b> 600 Pennsylvania Ave, NW Washington, DC 20580 <a href="http://consumer.ftc.gov">consumer.ftc.gov</a> , and <a href="http://www.ftc.gov/idtheft">www.ftc.gov/idtheft</a> 1-877-438-4338	<b>Maryland Attorney General</b> 200 St. Paul Place Baltimore, MD 21202 <a href="http://oag.state.md.us">oag.state.md.us</a> 1-888-743-0023	<b>North Carolina Attorney General</b> 9001 Mail Service Center Raleigh, NC 27699 <a href="http://ncdoj.gov">ncdoj.gov</a> 1-877-566-7226	<b>Rhode Island Attorney General</b> 150 South Main Street Providence, RI 02903 <a href="http://www.riag.ri.gov">http://www.riag.ri.gov</a> 401-274-4400
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You also have certain rights under the Fair Credit Reporting Act (FCRA), including the right to know what is in your file, to dispute incomplete or inaccurate information, and to have consumer reporting agencies correct or delete inaccurate, incomplete, or unverifiable information. For more information about the FCRA, and your rights pursuant to the FCRA, please visit [http://files.consumerfinance.gov/f/201504\\_cfpb\\_summary\\_your-rights-under-fcra.pdf](http://files.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf).