

Notification of Data Security Incident

Bethesda Lutheran Services (“Bethesda”) has become aware of a data security incident that may have impacted personal information and protected health information belonging to certain current and former patients. On May 11th 2020, Bethesda notified potentially impacted individuals of this incident and provided resources to assist them.

Recently , Bethesda learned that an unauthorized individual gained access to two (2) email accounts belonging to Bethesda employees. As soon as we learned of this information, we immediately began an investigation and took steps to secure all employee email accounts. We also engaged an independent forensics firm to determine what happened and whether personal or health information had been accessed or acquired without authorization. This notice serves to inform you of the incident and to share with you steps that you can take to help protect your information.

Upon further investigation, we confirmed that some personal and health information was contained within an email account belonging to an employee of Bethesda that may have been accessed by an unauthorized individual. Bethesda then immediately worked to identify mailing addresses and took steps to notify affected individuals of this incident.

Bethesda has no evidence to suggest any affected information has been misused. Nonetheless, out of an abundance of caution, Bethesda has made arrangements to offer affected individuals identity and credit monitoring services for a period of twelve (12) months at no cost to you.

Notification letters were sent to all potentially impacted individuals whose contact information was identified on May 11th, 2020. The letters include information about this incident and about steps that potentially impacted individuals can take to monitor and help protect their information. Contact information for some potentially affected individuals was not identified and Bethesda is providing this website posting as substitute notice to those individuals.

Bethesda has established a toll-free call center to answer questions about the incident and to address related concerns. The call center is available Monday through Friday from 8:00 a.m. to 7:00 p.m. Central Time and can be reached at (800) 939-4170. In addition, as a precaution, Bethesda is offering complementary credit monitoring services through Kroll to some potentially impacted individuals. Bethesda will also notify the U.S. Health and Human Services Office for Civil Rights of this incident.

The privacy and protection of private information is a top priority for Bethesda. Bethesda deeply regrets any inconvenience or concern this incident may cause.

The following information is provided to help individuals wanting more information about steps that they can take to protect themselves:

What steps can I take to protect my private information?

- If you detect suspicious activity on any of your accounts, you should promptly notify the financial institution or company with which the account is maintained. You should also report any fraudulent activity or any suspected incidents of identity theft to law enforcement.
- You may obtain a copy of your credit report at no cost from each of the three nationwide credit reporting agencies. To do so, visit www.annualcreditreport.com or call toll free at 1-877-322-8228. Contact information for the three agencies appears at the bottom of this page.
- Notify your financial institution immediately of any unauthorized transactions made, or new accounts opened, in your name.
- You can take steps recommended by the Federal Trade Commission to protect yourself from identify theft. The FTC's website offers helpful information at www.ftc.gov/idtheft.

What should I do to protect myself from payment card/credit card fraud?

We suggest that you review your debit and credit card statements carefully in order to identify any unusual activity. If you see anything that you do not understand or that looks suspicious, you should contact the issuer of the debit or credit card immediately.

How do I obtain a copy of my credit report?

You can obtain a copy of your credit report, free of charge, directly from each of the three nationwide credit reporting agencies once every twelve (12) months. To do so, please visit www.annualcreditreport.com or call toll free at 1-877-322-8228. Contact information for the three agencies is included in the notification letter and is also listed at the bottom of this page.

How do I put a fraud alert on my account?

You may consider placing a fraud alert on your credit report. This fraud alert informs creditors of possible fraudulent activity within your report and requests that creditors contact you prior to establishing any accounts in your name. To place a fraud alert on your credit report, contact Equifax, Experian or TransUnion and follow the Fraud Victims instructions. To place a fraud alert on your credit accounts, contact your financial institution or credit provider. Contact information for the three nationwide credit reporting agencies is listed below.

Contact information for the three nationwide credit reporting agencies is as follows:

Equifax Security Freeze	Experian Security Freeze	TransUnion (FVAD)
PO Box 105788	PO Box 9554	PO Box 2000
Atlanta, GA 30348	Allen, TX 75013	Chester, PA 19022
1-800-685-1111	1-888-397-3742	1-800-888-4213
www.equifax.com	www.experian.com	www.transunion.com