

Notice of ConnectOnCall Data Security Incident

December [30], 2024 - The privacy and security of the personal information we maintain is of the utmost importance to Neigel Center PA doing business as EltraSelf (“EltraSelf”).

Recently, ConnectOnCall.com LLC (“CoC”), a third-party vendor that formerly provided after-hour call-related services to EltraSelf, advised EltraSelf that CoC experienced a cybersecurity incident earlier this year that potentially impacted records related to a limited number of EltraSelf patients.

Specifically, CoC advised EltraSelf that between February 16, 2024 and May 12, 2024, an unknown third party had access to CoC and certain data within their application. CoC further elaborated that through its investigation, CoC learned that certain information associated with EltraSelf patients, such as names, dates of birth, phone numbers, and potentially information regarding diagnoses, medical history, and/or health insurance information, was included in the files to which the unknown third party had access.

CoC has advised EltraSelf that it had has no evidence that any personal information has been misused as a result of this incident. Additionally, CoC has engaged external cybersecurity specialists to help enhance their security controls to mitigate the risk of future incidents.

Out of an abundance of caution, however, and to protect you from potential misuse of your information, we have provided below precautionary measures you can take to protect your personal information, including placing a fraud alert and/or security freeze on your credit files, and/or obtaining a free credit report. Additionally, you should always remain vigilant in reviewing your financial account statements and credit reports for fraudulent or irregular activity on a regular basis.

On December 13, 2024 CoC mailed letters to impacted individuals. CoC’s notification letters will include the particular information affected for those impacted, and include steps individuals may take to protect their information. CoC is offering complimentary credit monitoring to individuals whose Social Security numbers were involved.

For individuals who have questions or need additional information regarding this incident, or to determine if they are impacted and are eligible for credit monitoring, please reach out to CoC’s complimentary helpline number at 1-866-997-2962. The helpline is available Monday through Friday, 9:00 am to 5:30 pm Central Time, excluding holidays.

– OTHER IMPORTANT INFORMATION –

1. Placing a Fraud Alert on Your Credit File.

You may place an initial one-year “Fraud Alert” on your credit files, at no charge. A fraud alert tells creditors to contact you personally before they open any new accounts. To place a fraud alert, call any one of the three major credit bureaus at the numbers listed below. As soon as one credit bureau confirms your fraud alert, they will notify the others.

Equifax

P.O. Box 105788

Atlanta, GA 30348

[https://www.equifax.com/personal/credit-report-services/credit-fraud-](https://www.equifax.com/personal/credit-report-services/credit-fraud-alerts/)

[alerts/](https://www.equifax.com/personal/credit-report-services/credit-fraud-alerts/)

(800) 525-6285

Experian

P.O. Box 9554

Allen, TX 75013

[https://www.experian.com/fr](https://www.experian.com/fraud/center.html)

[aud/center.html](https://www.experian.com/fraud/center.html)

(888) 397-3742

TransUnion LLC

P.O. Box 6790

Fullerton, PA 92834-

6790

[https://www.transunion.c](https://www.transunion.com/fraud-alerts)

[om/fraud-alerts](https://www.transunion.com/fraud-alerts)

(800) 680-7289

2. Consider Placing a Security Freeze on Your Credit File.

If you are very concerned about becoming a victim of fraud or identity theft, you may request a “Security Freeze” be placed on your credit file, at no charge. A security freeze prohibits, with certain specific exceptions, the consumer reporting agencies from releasing your credit report or any information from it without your express authorization. You may place a security freeze on your credit report by contacting all three nationwide credit reporting companies at the numbers below and following the stated directions or by sending a request in writing, by mail, to all three credit reporting companies:

Equifax Security Freeze

P.O. Box 105788

Atlanta, GA 30348

[https://www.equifax.com/persona](https://www.equifax.com/personal/credit-report-services/credit-freeze/)

[l/credit-report-services/credit-](https://www.equifax.com/personal/credit-report-services/credit-freeze/)

[freeze/](https://www.equifax.com/personal/credit-report-services/credit-freeze/)

1-800-349-9960

Experian Security Freeze

P.O. Box 9554

Allen, TX 75013

<http://experian.com/freeze>

1-888-397-3742

TransUnion Security Freeze

P.O. Box 2000

Chester, PA 19016

<http://www.transunion.com/creditfreeze>

1-888-909-8872

In order to place the security freeze, you’ll need to supply your name, address, date of birth, Social Security number and other personal information. After receiving your freeze request, each credit reporting company will send you a confirmation letter containing a unique PIN (personal identification number) or password. Keep the PIN or password in a safe place. You will need it if you choose to lift the freeze.

If your personal information has been used to file a false tax return, to open an account or to attempt to open an account in your name or to commit fraud or other crimes against you, you may file a police report in the City in which you currently reside.

3. Obtaining a Free Credit Report.

Under federal law, you are entitled to one free credit report every 12 months from each of the above three major nationwide credit reporting companies. Call **1-877-322-8228** or request your free credit reports online at **www.annualcreditreport.com**. Once you receive your credit reports, review them for discrepancies. Identify any accounts you did not open or inquiries from creditors that you did not authorize. Verify all information is correct. If you have questions or notice incorrect information, contact the credit reporting company.

4. Additional Helpful Resources.

Even if you do not find any suspicious activity on your initial credit reports, the Federal Trade Commission (FTC) recommends that you check your credit reports periodically. Checking your credit report periodically can help you spot problems and address them quickly.

If you find suspicious activity on your credit reports or have reason to believe your information is being misused, call your local law enforcement agency and file a police report. Be sure to obtain a copy of the police report, as many creditors will want the information it contains to absolve you of the fraudulent debts. You may also file a complaint with the FTC by contacting them on the web at www.ftc.gov/idtheft, by phone at 1-877-IDTHEFT (1-877-438-4338), or by mail at Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580. Your complaint will be added to the FTC's Identity Theft Data Clearinghouse, where it will be accessible to law enforcement for their investigations. In addition, you may obtain information from the FTC about fraud alerts and security freezes.

If this notice letter states that your financial account information and/or credit or debit card information was impacted, we recommend that you contact your financial institution to inquire about steps to take to protect your account, including whether you should close your account or obtain a new account number.

5. Protecting Your Medical Information.

The following practices can provide additional safeguards to protect against medical identity theft.

- Only share your health insurance cards with your health care providers and other family members who are covered under your insurance plan or who help you with your medical care.
- Review your "explanation of benefits statement" which you receive from your health insurance company. Follow up with your insurance company or care provider for any items you do not recognize. If necessary, contact the care provider on the explanation of benefits statement and ask for copies of medical records from the date of the potential access (noted above) to current date.
- Ask your insurance company for a current year-to-date report of all services paid for you as a beneficiary. Follow up with your insurance company or the care provider for any items you do not recognize.