

## **Carolina Digestive Health Associates Notifies Patients of Data Security Incident**

CHARLOTTE, NC—April 17, 2018—Carolina Digestive Health Associates (“CDHA”) has become aware of a data security incident that may have involved the personal information of some of its patients. CDHA will be sending notification letters to the potentially involved patients to notify them of this incident and to provide resources to assist them.

On January 10, 2018, CDHA was contacted by the Charlotte-Mecklenburg Police Department and told the police had discovered that a CDHA employee had stolen personal information belonging to some patients. The involved employee has been terminated and CDHA is continuing to cooperate with the police investigation. In addition, CDHA has conducted its own investigation to identify any other patient records the employee may have accessed and what information was contained in those records.

Law enforcement asked CDHA to delay notification to affected patients while they investigated the situation and the employee involved. Notification letters will be sent to all affected patients via U.S. mail and will include information about the incident and steps potentially affected patients can take to monitor and protect their personal information. CDHA has established a toll-free call center to answer questions about the incident and to address related concerns. The call center will be available beginning Wednesday, April 18 at 2:00 p.m. ET, and thereafter, Monday through Friday from 8:00 A.M. to 5:00 P.M. EST at 888-284-9087. In addition, out of an abundance of caution, CDHA is offering identity protection services through ID Experts to potentially impacted individuals at no cost.

CDHA takes the security of all patient information very seriously and is taking steps to prevent a similar event from occurring in the future, including restricting employee access to patients’ sensitive information, and increasing the monitoring and auditing of access to patient records. CDHA deeply regrets any inconvenience or concern this incident may cause.

***The following information is provided to help patients or others wanting more information about steps that they can take to protect themselves:***

### **What steps can I take to protect my personal information?**

- If you detect any 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 promptly report any fraudulent activity or any suspected incidents of identity theft to proper law enforcement authorities.
- Obtain a copy of your credit report, free of charge, directly from each of the three nationwide credit reporting agencies. To do so, free of charge once every 12 months, please visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call toll free at 1-877-322-8228. Contact information for the three nationwide credit reporting agencies is listed at the bottom of this page.
- Please 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](http://www.ftc.gov/idtheft).
- Additional information on what you can do to better protect yourself is included in your notification letter.

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

We suggest you review your debit and credit card statements carefully for any unusual activity. If you see anything 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. To order your credit report, free of charge once every 12 months, please visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call toll free at 1-877-322-8228. Contact information for the three nationwide credit reporting agencies is included in the e-mail and 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 statement informs creditors to possible fraudulent activity within your report and requests that your creditor 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 included in the letter and is also listed at the bottom of this page.

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

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