

Notice of Data Security Incident at Jawonio involving individuals

New City, New York--June 7, 2021--On April 20, 2020, Jawonio became aware of a possible data security incident involving its email environment. Jawonio immediately secured the environment, began an investigation, and engaged cybersecurity experts to assist with the investigation. On November 24, 2020, following a review of the contents of the email environment, Jawonio determined that personal information belonging to some individuals who provided their information to Jawonio may have been exposed. In response to learning this, Jawonio took steps to identify current mailing addresses for the potentially impacted individuals so that Jawonio could notify them and offer them complimentary credit monitoring and identity protection services.

Based on the investigation of the incident, the following personal and protected health information may have been involved in the incident: medical record numbers, Social Security numbers, dates of birth, financial account information, medical condition information, treatment information, health insurance information, government issued identification numbers.

While Jawonio is not aware of the misuse of any information impacted by this incident, on June 4, 2021, Jawonio sent notice about this incident to potentially impacted individuals. Those letters provided information about the incident and about steps individuals can take to protect their personal information. Jawonio also offered complimentary credit monitoring and identity protection services to potentially impacted individuals.

Jawonio has established a toll-free call center to answer questions about the incident and to help impacted individuals enroll in complimentary credit monitoring and identity protection services. Call center representatives are available Monday through Friday from 8:00 a.m. to 8:00 p.m. Central Time and can be reached by calling 1-833-406-2405.

The privacy and protection of personal and protected health information is a top priority for Jawonio, and Jawonio deeply regrets any concern or inconvenience this issue may have caused and is taking affirmative steps to prevent a similar event from occurring in the future.

***While we have no evidence of the misuse of any potentially affected individual's information, we are providing the following information to help those wanting to know more about steps they can take to protect themselves and their personal information:***

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

- Please notify your financial institution immediately if you detect any suspicious activity on any of your accounts, including unauthorized transactions or new accounts opened in our name that you do not recognize. You should also promptly report any fraudulent activity or any suspected incidents of identity theft to proper law enforcement authorities.
- You can request 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.
- 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.

Jawonio Website notice \*\*To be posted for 90 days\*\*

- Residents of New York, Maryland, North Carolina, and Rhode Island can obtain more information from their Attorneys General using the contact information below.

**New York Attorney General**

Bureau of Internet and Technology Resources  
28 Liberty Street  
New York, NY 10005  
ifraud@ag.ny.gov  
1-212-416-8433

**Maryland Attorney General**

200 St. Paul Place  
Baltimore, MD 21202  
oag.state.md.us  
410-528-8662

**North Carolina Attorney General**

9001 Mail Service Center  
Raleigh, NC 27699  
ncdoj.gov  
1-877-566-7226

**Rhode Island Attorney General**

150 South Main Street  
Providence, RI 02903  
<http://www.riag.ri.gov>  
401-274-4400

**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. Use the following contact information for the three nationwide credit reporting agencies:

**TransUnion**

P.O. Box 1000  
Chester, PA 19016  
1-800-916-8800  
[www.transunion.com](http://www.transunion.com)

**Experian**

P.O. Box 9532  
Allen, TX 75013  
1-888-397-3742  
[www.experian.com](http://www.experian.com)

**Equifax**

P.O. Box 105851  
Atlanta, GA 30348  
1-800-685-1111  
[www.equifax.com](http://www.equifax.com)

**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.

**How do I put a security freeze on my credit reports?**

You also have the right to place a security freeze on your credit report. A security freeze is intended to prevent credit, loans and services from being approved in your name without your consent. To place a security freeze on your credit report, you need to make a request to each consumer reporting agency. You may make that request by certified mail, overnight mail, or regular stamped mail, or online by following the instructions found at the websites listed below. You will need to provide the following information when requesting a security freeze (note that if you are making a request for your spouse, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) address. You may also be asked to provide other personal information such as your email address, a copy of a government-issued identification card, and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, display your name and current mailing address, and the date of issue.

Jawonio Website notice \*\*To be posted for 90 days\*\*

There is no charge to place, lift, or remove a freeze. You may obtain a security freeze by contacting any one or more of the following national consumer reporting agencies:

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| Equifax Security Freeze<br>PO Box 105788<br>Atlanta, GA 30348<br>1-800-685-1111<br>www.equifax.com | Experian Security Freeze<br>PO Box 9554<br>Allen, TX 75013<br>1-888-397-3742<br>www.experian.com | TransUnion (FVAD)<br>PO Box 2000<br>Chester, PA 19022<br>1-800-909-8872<br>www.transunion.com |
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**What should I do if my family member was involved in the incident and is deceased?**

You may choose to notify the three major credit bureaus, Equifax, Experian and Trans Union, and request they flag the deceased credit file. This will prevent the credit file information from being used to open credit. To make this request, mail a copy of your family member's death certificate to each company at the addresses below.

| <b>Equifax</b>  | <b>Experian</b>  | <b>TransUnion</b>   |
|---|--|---|
| Equifax Information Services<br>P.O. Box 105169,<br>Atlanta, GA 30348 | Experian Information<br>Services<br>P.O. Box 9701<br>Allen, TX 75013 | Trans Union Information<br>Services<br>P.O. Box 2000<br>Chester, PA 19022 |

**Personal Information of a Minor:**

You can request that each of the three national credit reporting agencies perform a manual search for a minor's Social Security number to determine if there is an associated credit report. Copies of identifying information for the minor and parent/guardian may be required, including birth or adoption certificate, Social Security card and government issued identification card. If a credit report exists, you should request a copy of the report and immediately report any fraudulent accounts to the credit reporting agency. You can also report any misuse of a minor's information to the FTC at <https://www.identitytheft.gov/>. For more information about Child Identity Theft and instructions for requesting a manual Social Security number search, visit the FTC website: <https://www.consumer.ftc.gov/articles/0040-child-identity-theft>. Contact information for the three national credit reporting agencies may be found below.

**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:

**TransUnion**  
P.O. Box 1000  
Chester, PA 19016  
1-800-916-8800  
[www.transunion.com](http://www.transunion.com)  
[m](#)

**Experian**  
P.O. Box 9701  
Allen, TX 75013  
1-888-397-3742  
[www.experian.com](http://www.experian.com)  
[m](#)

**Equifax**  
P.O. Box 740241  
Atlanta, GA 30348  
866-349-5191  
[www.equifax.com](http://www.equifax.com)

**Free Annual Report**  
P.O. Box 105281  
Atlanta, GA 30348  
1-877-322-8228  
annualcreditreport.com  
[m](#)

**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 90 days. 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:** Under U.S. law, you have the right to put a security freeze on your credit file for up to one year at no cost. 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. 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 fraud alerts, security freezes, and steps you can take toward preventing identity theft. You may report suspected identity theft to local law enforcement, including to the FTC at **Federal Trade Commission**, 600 Pennsylvania Ave, NW, Washington, D.C. 20580, or online at [consumer.ftc.gov](http://consumer.ftc.gov) and [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft), or to the Attorney General in your state. Residents of New York, Maryland, North Carolina, and Rhode Island can obtain more information from their Attorneys General using the contact information below.

**New York Attorney General**  
Bureau of Internet and Technology Resources  
28 Liberty Street  
New York, NY 10005  
[ifraud@ag.ny.gov](mailto:ifraud@ag.ny.gov)  
1-212-416-8433

**Maryland Attorney General**  
200 St. Paul Place  
Baltimore, MD 21202  
[oag.state.md.us](http://oag.state.md.us)  
410-528-8662

**North Carolina Attorney General**  
9001 Mail Service Center  
Raleigh, NC 27699  
[ncdoj.gov](http://ncdoj.gov)  
1-877-566-7226

**Rhode Island Attorney General**  
150 South Main Street  
Providence, RI 02903  
<http://www.riag.ri.gov>  
401-274-4400

**You also have certain rights under the Fair Credit Reporting Act (FCRA):** These rights include to know what is in your file; to dispute incomplete or inaccurate information; to have consumer reporting agencies correct or delete inaccurate, incomplete, or unverifiable information, as well as others. 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).

**Review your Tax Filings:** If you detect any suspicious activity relating to your tax filings, we encourage you to complete IRS Form 14039, Identity Theft Affidavit, which you can obtain at <http://www.irs.gov/pub/irs-pdf/f14039.pdf>. If you have other identity theft / tax related issues, contact the IRS Identity Protection Specialized Unit at 1-800-908-4490. You should be especially aware of any requests, calls, emails, letters, or other questions about your financial accounts or from individuals purporting to be from the IRS or other entities from whom you would not be expecting contact. If you receive any type of unexpected request for personal information, you should not provide that information and instead contact the organization by phone to verify the request is legitimate.