

Link Audiology, LLC
Date: May 1st, 2023

NOTICE OF DATA BREACH

We are contacting you about a data breach that has occurred at Link Audiology, LLC.

What Happened?	On April 4 th , 2023 we were made aware that a staff member's email had been hacked when a fraudulent payroll submission appeared on the company checking account. Investigation by our IT company found that the email intrusion initially occurred on March 20 th , 2023, then again on March 29 th -April 4 th when the fraud was discovered.
What Information Was Involved?	The hacked email account contained communications between Link Audiology and the company that handles our billing and insurance claims. Such communications include copies of personal and insurance checks and copies of insurance Explanation of Benefits (EOB) forms.
What We Are Doing	Immediately upon discovering the breach, we changed passwords for all staff email accounts and enabled two-factor authentication to prevent further unauthorized access to company emails. We reviewed login credentials and changed passwords for all websites accessed by staff, and enabled two-factor authentication for any that did not already have it activated. Our IT company has monitored and found no further intrusions since these actions were taken. We have modified our protocols to limit potential exposure of patient information in the event of another future email hack.
What You Can Do	The Federal Trade Commission (FTC) recommends that you place a free fraud alert on your credit file. A fraud alert tells creditors to contact you before they open any new accounts or change your existing accounts. Contact any one of the three major credit bureaus. As soon as one credit bureau confirms your fraud alert, the others are notified to place fraud alerts. The initial fraud alert stays on your credit report for one year. You can renew it after one year.

Equifax: equifax.com/personal/credit-report-services or 1-800-685-1111

Experian: experian.com/help or 1-888-397-3742

TransUnion: transunion.com/credit-help or 1-888-909-8872

Ask each credit bureau to send you a free credit report after it places a fraud alert on your file. Review your credit reports for accounts and inquiries you don't recognize. These can be signs of identity theft. If your personal information has been misused, visit the FTC's site at IdentityTheft.gov to report the identity theft and get recovery steps. Even if you do not find any suspicious activity on your initial credit reports, the FTC recommends that you check your credit reports periodically so you can spot problems and address them quickly.

You may also want to consider placing a free credit freeze. A credit freeze means potential creditors cannot get your credit report. That makes it less likely that an identity thief can open new accounts in your name. To place a freeze, contact each of the major credit bureaus at the links or phone numbers above. A freeze remains in place until you ask the credit bureau to temporarily lift it or remove it.

We have attached information from the FTC's website, IdentityTheft.gov/databreach, about steps you can take to help protect yourself from identity theft. The steps are based on the types of information exposed in this breach.

You may also want to contact your bank and inform them of the potential for fraudulent charges on your account.

For More Information

You may reach us at 360-551-4800 for additional information. Any updates will be posted on linkaudiology.com as they become available.