

Notice of Data Incident

May 24, 2024

On February 5, 2024, iCircle Services of the Finger Lakes, Inc. identified unusual activity in an email account and immediately launched an investigation. The investigation determined there was unauthorized access to an employee's email account between January 31, 2024 and February 5, 2024. Therefore, we conducted a review of the contents of the email accounts to determine the type of information contained therein. On May 15, 2024, we completed the review. The type of information identified varied by individual but included name and one or more of the following: address, date of birth, Social Security number, treatment/diagnosis information, date of service, prescription information, provider name, medical record number, Medicare/Medicaid ID number, health insurance information, and/or treatment cost.

Upon discovering this incident, we reset the account password and reviewed our policy and procedures. We are also providing potentially impacted individuals with access to credit monitoring and identity protection services. If you have questions about this incident or would like to enroll in the credit monitoring and identity protection services, please call 1-833-608-0779, Monday through Friday from 8 am to 8 pm ET. You may also write to us at iCircle Privacy Officer, 860 Hard Road, Webster, NY 14580.

In general, we encourage potentially impacted individuals to remain vigilant against incidents of identity theft and fraud by reviewing credit reports/account statements and explanation of benefits forms for suspicious activity and to detect errors. Under U.S. law, individuals are entitled to one free credit report annually from each of the three major credit reporting bureaus, TransUnion, Experian, and Equifax. To order your free credit report, visit www.annualcreditreport.com or call 1-877-322-8228.

Individuals have the right to place an initial or extended fraud alert on a credit file at no cost. If individuals are a victim of identity theft, they are entitled to an extended fraud alert lasting seven years. As an alternative to a fraud alert, they have the right to place a credit freeze on a credit report. The credit freeze is designed to prevent credit, loans, and services from being approved without consent. Pursuant to federal law, individuals cannot be charged to place or lift a credit freeze on your credit report.

Should you wish to place a fraud alert or credit freeze, please contact the three major credit reporting bureaus listed below:

TransUnion

1-800-680-7289

www.transunion.com

Experian

1-888-397-3742

www.experian.com

Equifax

1-888-298-0045

www.equifax.com

Individuals can further educate themselves regarding identity theft, fraud alerts, credit freezes, and the steps to protect their personal information by contacting the credit reporting bureaus, the Federal Trade Commission (FTC), or their state Attorney General. The FTC also encourages those who discover that their information has been misused to file a complaint with them. The FTC may be reached at 600 Pennsylvania Ave. NW, Washington, D.C. 20580; www.identitytheft.gov; 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261. Instances of known or suspected identity theft should also be reported to law enforcement, the state Attorney General, and the FTC.