

March 9, 2021

Notice of Data Incident

After an extensive investigation conducted by New London Hospital (NLH) and an external cybersecurity firm, NLH determined that it was the target of a cyber incident. The detailed forensic investigation found that the unauthorized third party gained access to a file on NLH's network for a short period of time on July 30, 2020. On February 16, 2021, NLH confirmed that the file contained patient names, limited demographic information, and Social Security numbers. The file did not include diagnosis, treatment, medication, or hospitalization information. The network system that was compromised is no longer in use at NLH. NLH has no evidence at this time of any misuse of the personal information as a result of this incident.

"Cyber-crimes targeting hospitals are at an all-time high and NLH continues to implement appropriate safeguards to protect patient information," said Tom Manion, President and CEO of NLH. "Our patients' privacy is always a primary concern."

NLH is currently in the process of notifying the potentially impacted patients and has arranged for complimentary credit monitoring and identity protection services. A call center (1-888-603-2588, operating from 8:00 a.m. to 5:00 p.m. Eastern Time) has been set up to address patient inquiries.

As a precautionary measure, impacted individuals should remain vigilant to protect against potential fraud and/or identity theft by, among other things, reviewing their account statements, monitoring their credit reports closely, and notifying their financial institutions if unusual activity is detected. They should also promptly report any fraudulent activity or suspected identity theft to proper law enforcement authorities, including the police and their state's attorney general. Affected individuals may also wish to review the tips provided by the Federal Trade Commission ("FTC") on fraud alerts, security/credit freezes and steps that they can take to avoid identity theft. For more information and to contact the FTC, please visit www.ftc.gov/idtheft or call 1-877-ID-THEFT (1-877-438-4338). Affected individuals may also contact the FTC at: Federal Trade Commission, 600 Pennsylvania Avenue, NW, Washington, DC 20580.

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

Equifax
1-800-349-9960
www.equifax.com
P.O. Box 105788
Atlanta, GA 30348

Experian
1-888-397-3742
www.experian.com
P.O. Box 9554
Allen, TX 75013

TransUnion
1-800-888-4213
www.transunion.com
P.O. Box 1000
Chester, PA 19016