



Sean B. Hoar
888 SW Fifth Ave., Suite 9000
Portland, OR 97204
Sean.Hoar@lewisbrisbois.com
Direct: 971-712-2795

August 10, 2020

File No. 50031.1808

VIA EMAIL

Attorney General Tom Miller
Consumer Protection Division
Security Breach Notifications
Office of the Attorney General of Iowa
1305 E. Walnut Street
Des Moines, Iowa 50319-0106
Email: consumer@ag.iowa.gov

Re: Notification of Data Security Incident

Dear Attorney General Miller:

I represent Dynasplint Systems, Inc. ("DSI"), headquartered in Severna Park, MD, with respect to a recent data security incident described in greater detail below. DSI takes the protection of sensitive information very seriously and is taking steps to prevent similar incidents from occurring in the future.

1. Nature of the Security Incident.

On May 16, 2020, DSI experienced an encryption attack. DSI immediately began investigating the incident and retained digital forensics professionals. DSI also reported the incident to law enforcement. On June 4, 2020, the forensic investigation determined that the attacker may have acquired customer personal information and protected health information. On June 30, 2020, DSI learned the identities of customers whose information may have been access or acquired and began working to identify valid contact information.

2. Number of Iowa Residents Affected.

DSI notified 519 residents of Iowa via first class U.S. mail or email on August 7, 2020. A sample copy of the notification letter sent to the affected individuals is included with this correspondence.

3. Steps Taken Relating to the Incident.

DSI has taken steps in response to this incident to prevent similar incidents from occurring in the future. Those steps include working with leading cybersecurity experts to enhance the security of its systems.

4. Contact Information.

DSI remains dedicated to protecting the personal information in its control. If you have any questions or need additional information, please do not hesitate to contact me at (971) 712-2795 or via email at Sean.Hoar@lewisbrisbois.com.

Sincerely,



Sean B. Hoar of
LEWIS BRISBOIS BISGAARD & SMITH LLP

SBH:ls

Enclosure: Sample Consumer Notification Letter



Re: Notice of Data Security Incident

Dear Dynasplint Customer,

I am writing to inform you of a data security incident that involved your personal information. At Dynasplint Systems, Inc. ("DSI"), we take the privacy and security of your information very seriously. This is why I am notifying you of the incident, offering you identity monitoring services, and informing you about steps you can take to help protect your personal information.

What Happened? On May 16, 2020, DSI experienced a data security incident. Upon discovering this incident, DSI immediately launched an investigation and engaged a digital forensics firm to determine whether personal information may have been accessed. On June 4, 2020, the investigation determined that certain customer information was accessed without authorization during the incident.

What Information Was Involved? The information involved names, addresses, dates of birth, and medical information.

What Are We Doing? As soon as we discovered the incident, we took the steps described above. We also notified the Federal Bureau of Investigation. We also enhanced the security of our system in an attempt to prevent any similar incident from occurring in the future. In addition, we are offering you information about steps you can take to help protect your personal information, including free identity monitoring services for 12 months through Kroll as described below.

What You Can Do: You can follow the recommendations included in this message to help protect your personal information. We strongly encourage you to activate the identity monitoring services we are offering through Kroll. To activate, please visit Dynasplint-Notification.Kroll.com. Please note you must activate by November 6, 2020. If you have questions or need assistance, please call Kroll at 1-844-923-2637.

For More Information: If you have any questions about this message, please contact Kroll at 1-844-923-2637, Monday through Friday, 8:00 am to 5:30 pm Central Time. Please accept our sincere apologies and know that we deeply regret any worry or inconvenience that this may cause you.

Sincerely,

Dynasplint Systems, Inc.

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

Experian

P.O. Box 9532
Allen, TX 75013
1-888-397-3742
www.experian.com

Equifax

P.O. Box 105851
Atlanta, GA 30348
1-800-525-6285
www.equifax.com

Free Annual Report

P.O. Box 105281
Atlanta, GA 30348
1-877-322-8228
annualcreditreport.com

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 one year. 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 and 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
1-212-416-8433

Maryland Attorney General

200 St. Paul Place
Baltimore, MD 21202
oag.state.md.us
1-888-743-0023

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

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.

770 Ritchie Highway, Suite W21, Severna Park, Maryland 21146