

Notification of Data Security Incident

AAA Ambulance Service, Inc. (“AAA”) discovered a data security incident that may have impacted personal information and protected health information belonging to certain individuals. While AAA is not aware of any evidence to suggest that any information was actually viewed or misused, we take the privacy and security of all information very seriously, and have worked diligently to remediate the incident and support those impacted.

What Happened?

On or about July 1, 2020, AAA discovered an attempted ransomware attack. We took immediate action to prevent the encryption of AAA systems, further secure our environment, and initiate an internal investigation into the incident. Additionally, we engaged third-party forensic experts to assist in the investigation. On August 26, 2020, after thorough investigation, AAA learned that the personal information of certain individuals may have been accessed or taken during the incident. While we are not aware of the misuse of any information potentially impacted, we are providing this notice and providing information regarding steps individuals can take to protect their information.

What Information Was Involved?

Based on our investigation, the information potentially affected may have included individuals’ first and last name, in combination with one or more of the following data elements: date of birth, social security number, driver’s license number, financial account number, diagnosis information, medical treatment information, patient account number, prescription information, medical record number and/or health insurance information. It is important to note, as mentioned above, that there is no evidence to suggest that any personally identifiable information or personal health information has been actually misused.

What Are We Doing?

As soon as we discovered the incident, we took the steps described above to address the issue. As part of the notification sent directly to affected individuals, we are offering complimentary credit monitoring services. In addition, the notices include information regarding steps that individuals can take to monitor and help protect their information. AAA takes the security of all information very seriously and has implemented additional security measures to help prevent a similar occurrence in the future.

AAA has established a toll-free call center to answer questions about the incident and to address related concerns. The call center is available Monday through Friday from 8:00 a.m. to 8:00 p.m. Central Time and can be reached at 888-905-0035. We recommend that you remain vigilant in regularly reviewing and monitoring all of your account statements and credit history to guard against any unauthorized transactions or activity.

The privacy and protection of private information is a top priority for AAA. We deeply regret any inconvenience or concern this incident may cause.

The following information is provided to help individuals wanting more information about steps that they can take to protect themselves:

What steps can I take to protect my private information?

- If you detect suspicious activity on any of your accounts, you should promptly notify the financial institution or company with which the account is maintained. You should also report any fraudulent activity or any suspected incidents of identity theft to law enforcement.

- You may obtain a copy of your credit report at no cost from each of the three nationwide credit reporting agencies. To do so, visit www.annualcreditreport.com or call toll free at 1-877-322-8228. Contact information for the three agencies appears 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.

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 once every twelve (12) months. To do so, please visit www.annualcreditreport.com or call toll free at 1-877-322-8228. Contact information for the three agencies is included in the notification letter and is also listed at the bottom of this page.

How do I put a fraud alert on my account?

You may consider placing a fraud alert on your credit report. This fraud alert informs creditors of possible fraudulent activity within your report and requests that creditors 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 listed below.

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

TransUnion

Fraud Victim Assistance Dept.
P.O. Box 6790
Fullerton, CA 92834
1-800-680-8289
www.transunion.com

Experian

National Consumer Assistance
P.O. Box 1017
Allen, TX 75013
1-888-397-3742
www.experian.com

Equifax

Consumer Fraud Division
P.O. Box 105069
Atlanta, GA 30348
1-800-525-6285
www.equifax.com