

## GRAND RIVER WEBSITE NOTICE

An unauthorized individual recently gained access into an employee's email account, allowing the individual to potentially view spreadsheets containing certain personal information. Once the intrusion was discovered, Grand River immediately terminated the unauthorized individual's access to any part of our system. Our internal IT personnel investigated and confirmed no other part of Grand River's system was affected.

In addition, we promptly engaged outside incident response experts to conduct a forensic analysis of the incident to determine whether any data was accessed or exfiltrated (downloaded) by the intruder. We also immediately changed all relevant passwords and isolated the compromised account from the system. The forensic analysis did not reveal any evidence of data access or exfiltration, but we could not definitively rule such activity out, so we are providing notice out of an abundance of caution. Grand River mailed notice letters to affected individuals between February 8, 2021 and February 11, 2021. Grand River has implemented additional safeguards recommended by our third-party forensic consultants in order to prevent similar attacks in the future.

The data involved is a variation, but not necessarily all-encompassing, of the following: name, social security number (for a limited number of individuals), date of birth, address, patient's balance and balance type, claim amount and status code, visit type, medications, and guarantor's name.

Grand River is offering all affected individuals complimentary MyIDCare™ identity theft protection services through IDX®. MyIDCare services include: 12 months of credit and CyberScan monitoring, a \$1,000,000 insurance reimbursement policy, and fully managed id theft recovery services. With this protection, MyIDCare will help affected individuals resolve issues if their identity is compromised. We have no evidence to suggest that information has been misused at this time, but we encourage affected individuals to take full advantage of these identity theft protection services.

Please do not call your GRMG office. **If you have any questions about the underlying incident, please call 833-764-1663.**