

Genetics & IVF Institute Provides Notification of Data Security Incident

Fairfax, Virginia: May 11, 2022 – Genetics & IVF Institute (“GIVF”) has learned of a data security incident that may have involved protected health information belonging to former GIVF patients. **GIVF emphasizes that it has no evidence of the misuse or attempted misuse of protected health information.**

On September 24, 2021, GIVF discovered that it had experienced an incident disrupting access to certain of its computer systems. In response, GIVF took immediate steps to secure its digital environment and promptly launched an investigation. In so doing, GIVF engaged independent digital forensics and incident response experts to determine what happened and to identify any information that may have been accessed or acquired without authorization as a result. On April 11, 2022, GIVF learned that certain information may have been impacted in connection with the incident. GIVF then worked diligently to identify address information required to effectuate notification.

Based on the investigation of the incident, the following information may have been involved in the incident: prescription and / or treatment cost information.

Again, GIVF has no evidence of the misuse of any information potentially involved in this incident. However, as a precaution, GIVF sent notification letters to the individuals potentially impacted by this incident with identifiable address information on May 10, 2022 providing them information about what happened and steps they can take to protect their information.

GIVF takes the security of all information within its possession very seriously and has taken steps to prevent a similar event from occurring in the future, including changing passwords and strengthening password requirements, creating a new/updated security Risk Management Plan, implementing new technical safeguards as well as periodic technical and nontechnical evaluations, performing an updated Security Rule Risk Analysis, and conducting training for employees regarding cybersecurity measures and precautions.

GIVF has established a toll-free call center to answer questions about the incident and related concerns. The call center is available Monday through Friday from 9:00 A.M. to 6:30 P.M. Eastern Time, Monday through Friday (excluding holidays) and can be reached at (855) 788-1519.

The privacy and protection of personal and protected health information is a top priority for GIVF, which deeply regrets any inconvenience or concern this incident may cause.

While GIVF has no evidence of the misuse of any potentially affected individuals’ information, GIVF is providing the following information to help those wanting to know more about steps they can take to protect themselves and their information:

What steps can I take to protect my information?

- Please notify your financial institution immediately if you detect any suspicious activity on any of your accounts, including unauthorized transactions or new accounts opened in your name that you do not recognize. You should also promptly report any fraudulent activity or any suspected incidents of identity theft to proper law enforcement authorities.
- You can request a copy of your credit report, free of charge once every 12 months, directly from each of the three nationwide credit reporting agencies. To do so, please visit www.annualcreditreport.com or call toll free at 1-877-322-8228. Contact information for the three nationwide credit reporting agencies is listed at the bottom of this page.
- You can also take the 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.
- Additional information on what you can do to better protect yourself is included in your notification letter.

How do I obtain a copy of my credit report?

You can obtain a copy of your credit report, free of charge once every 12 months, directly from each of the three nationwide credit reporting agencies. To order your credit report, please visit www.annualcreditreport.com or call toll free at 1-877-322-8228. Use the following contact information for the three nationwide 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
1-800-685-1111
www.equifax.com

How do I put a fraud alert on my account?

You may consider placing a fraud alert on your credit report. This fraud alert statement informs creditors to possible fraudulent activity within your report and requests that your creditor 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. Contact information for the three nationwide credit reporting agencies is copied above. To place a fraud alert on your credit accounts, contact your financial institution or credit provider.

How do I put a security freeze on my credit reports?

You also have the right to place a security freeze on your credit report. A security freeze is intended to prevent credit, loans and services from being approved in your name without your consent. To place a security freeze on your credit report, you need to make a request to each consumer reporting agency. You may make that request by certified mail, overnight mail, or regular stamped mail, or online by following the instructions found at the websites listed below. You will need to provide the following information when requesting a security freeze (note that if you are making a request for your spouse, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; and (4) address. You may also be asked to provide other personal information such as your email address, a copy of a government-issued identification card, and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, display your name and current mailing address, and the date of issue. There is no charge to place, lift, or remove a freeze. You may obtain a security freeze by contacting any one or more of the following national consumer reporting agencies:

Equifax Security Freeze
PO Box 105788
Atlanta, GA 30348
1-800-685-1111
www.equifax.com

Experian Security Freeze
PO Box 9554
Allen, TX 75013
1-888-397-3742
www.experian.com

TransUnion (FVAD)
PO Box 2000
Chester, PA 19022
1-800-909-8872
www.transunion.com

What should I do if my family member was involved in the incident and is deceased?

You may choose to notify the three major credit bureaus, Equifax, Experian and Trans Union, and request they flag the deceased credit file. This will prevent the credit file information from being used to open credit. To make this request, mail a copy of your family member's death certificate to each company at the addresses below.

Equifax
Equifax Information Services
P.O. Box 105169,
Atlanta, GA 30348

Experian
Experian Information Services
P.O. Box 9701
Allen, TX 75013

TransUnion
Trans Union Information
Services
P.O. Box 2000
Chester, PA 19022