

FAQ'S FOR MSK SECURITY EVENT

What happened?

On May 7, 2018, MSK Group discovered that its computer network was subject to a security event. It hired expert consultants to investigate, mitigate, and assess the extent of this event and to help further strengthen its information security.

What records may be involved?

As of today, MSK Group does not believe that any record containing any personal information was actually removed from its computer network. However, because there was unauthorized access to certain parts of the network at times over several months, in an abundance of caution, MSK Group decided to notify persons whose records may be involved and to offer free Identity Theft Protection services.

Where can I get additional information?

Visit our special web page at www.mskgroup.org/securityevent2018.html or call our toll-free line at 888-675-4771.

Am I being offered protection?

Yes, we are offering, free of charge, one year of MyIDCare™ through ID Experts®. MyIDCare services include: 12 months of credit monitoring, a \$1 million insurance reimbursement policy with no deductible from an A.M. Best “A-rated” carrier, and fully managed ID theft recovery services.

Do I have to pay for this ID Theft Protection? How do I sign up?

There is no charge for this service. If your records were stored on our computer network, you will receive a letter with a code for free ID Theft Protection. You do need to sign up within 90 days from the date of your letter, using the code in your letter, at this website link: <https://ide.myidcare.com/mskprotect>

What if I misplace my letter?

If you misplace your letter, call our toll-free line at 888-675-4771 for instructions and to obtain additional information. You also may review the information set forth in this website notice.

What if I misplace my code?

If you misplace your code, call our toll-free line at 888-675-4771.

I did not receive a Notice letter and want to find out if my records were involved?

Call our toll-free line to find out at 888-675-4771.

We sincerely apologize for any inconvenience this situation has caused you, and we thank you very much for allowing us to serve as your orthopedic healthcare provider!