



July 21, 2021

Dear Client:

We are sending this letter to you as part of Aging Partners' and the City of Lincoln's commitment to client privacy. We take client privacy very seriously, and it is important to us that you are made fully aware of a privacy issue involving your information.

On May 25, 2021, it was discovered that between May 18, 2021 and May 21, 2021, an unauthorized individual had access to email accounts which contained over 46,000 total emails. After reviewing the email accounts, a majority of the emails contained no personal information. However, a small portion, approximately 6,600, did contain the name of an Aging Partners' client, and your name was included amongst the emails accessed by the unauthorized individual. Additionally, one or more other types of personal information such as an address, date of birth, phone number, social security number, date of service, type and amount of service or other health information (i.e., medical conditions, level of care assessments, or medication lists) were included in the unauthorized access, impacting a small number of individuals.

An immediate solution was identified and is currently effective in preventing further issues. A long-term solution is being worked on by IT staff with additional testing criteria, and all of our employees have received and will continue to complete workplace computer security training. While we do not believe you will be harmed as a result of this unauthorized access, you may want to consider calling the toll-free numbers of any one of the three major credit bureaus (listed below) to place a fraud alert on your credit report. This can help prevent any improper use of your information. As soon as one credit bureau confirms your fraud alert, your credit report with the other two will automatically be updated. You can obtain a copy of your credit report from one of the below mentioned credit bureaus. Examine your report closely for any signs of fraud, such as unfamiliar accounts. Continue to monitor your credit reports for the next several months.

Equifax

[Equifax.com/personal/credit-report-services](https://www.equifax.com/personal/credit-report-services)  
[800-685-1111](tel:8006851111)

**Experian**

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[Experian.com/help](https://www.experian.com/help)  
[888-EXPERIAN \(888-397-3742\)](tel:888EXPERIAN)

**TransUnion**

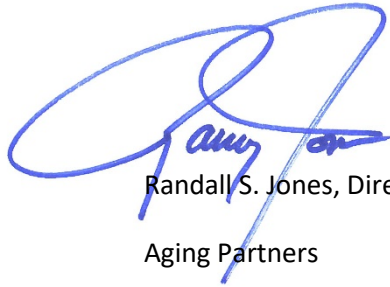
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[TransUnion.com/credit-help](https://www.transunion.com/credit-help)  
[888-909-8872](tel:8889098872)

We sincerely apologize and regret that this situation has occurred. Aging Partners and the City of Lincoln is committed to providing quality care, including protecting your personal information, and we want to assure you that we have policies and procedures to protect your information.

If you have any questions, please contact Randall Jones, Director of Aging Partners, at 833-952-0001 or [RSJones@Lincoln.ne.gov](mailto:RSJones@Lincoln.ne.gov). You may also contact the Nebraska Department of Health and Human Services, HIPAA Office at [DHHS.HIPAAOffice@nebraska.gov](mailto:DHHS.HIPAAOffice@nebraska.gov).

Sincerely,

A handwritten signature in blue ink, appearing to read "Randall S. Jones", is written over the printed name and title.

Randall S. Jones, Director

Aging Partners