

# Have you received services from Eastern Health?



If so, you could be at risk of identity theft.

## What happened?

In October 2021, a cyber incident impacted critical IT systems supporting health-care providers across Newfoundland and Labrador. As a result, some personal information and personal health information about patients and clients of Eastern Health was taken. This includes information provided by patients when registering for services at Eastern Health sites and could include:



- name
- address
- home phone number
- date of birth
- health care number (MCP)
- which health-care provider you were visiting
- reason for your visit
- physician name
- email address
- inpatient/outpatient
- maiden name and marital status

There is no indication that this information has been misused at this time.

## What does this mean?

Because this information was taken, it places you at risk of identity theft. Identity theft occurs when someone uses your personal information without your knowledge or consent to commit a crime, such as fraud or theft.



Identity thieves steal key pieces of personal information and use it to impersonate you and commit crimes in your name. Once they steal the information, identity thieves can manipulate it and invade your personal and financial life. They can use stolen identities to conduct spending sprees, open new bank accounts, divert mail, apply for loans, credit cards and social benefits, rent apartments and even commit more serious crimes.

## What are we doing to help protect you?

Eastern Health takes confidentiality and privacy seriously and sincerely regrets any concern or inconvenience that this incident may cause. We are taking steps to protect the confidentiality and privacy of our patients and clients.



A provincial call centre has been established to answer any questions about the breach and what this might mean for you. Call the provincial toll-free information line at **1-833-718-3021**.



Patients and clients who have received services from Eastern Health at any time are being offered access to credit monitoring and identity theft protection services through Equifax for a period of two (2) years from the date of enrollment, at no cost to you.

This service is available to any patients or clients over the age of eighteen (18) who have a Canadian credit file. This service allows individuals to monitor their credit and identity information, as well as detect and respond to fraudulent credit activity.

You will have access to the Equifax Complete™ Premier service package and will receive the following benefits for a period of **two (2) years** from the date you enroll:

- Lost Wallet Assist: One-stop assistance in cancelling and reissuing your credit or debit cards, driver's license, SIN card, insurance cards, passport, and traveler's checks when your wallet is lost or stolen;
- WebDetect™ (Internet/web scanning): Receive alerts when Equifax detects your personal information (e.g. SIN or credit card number) is being used on the Internet;
- Daily credit monitoring with email notifications of key changes to your credit profile;
- Unlimited access to your Equifax Credit Score™ and report;
- Identity Restoration: A dedicated Identity Restoration Specialist will work on your behalf to restore your identity should you become a victim of identity theft;
- Up to \$1,000,000 of identity theft insurance (further terms, conditions, and exclusions relating to coverage will be available in your policy upon enrollment);
- Ability to view how your score trends over time.

## How do you sign up?

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There is a two-part process for enrollment: first, obtaining your unique activation code and, second, activating your code.

### STEP 1

Visit the web portal:

Please visit [www.consumer.equifax.ca/NLRHA](http://www.consumer.equifax.ca/NLRHA) to receive an activation code by email. Or call the **provincial toll-free information line at 1-833-718-3021**.

### STEP 2

Once a code is received, to activate it:

Go to the Equifax enrollment website at [myservices.equifax.ca/prem](http://myservices.equifax.ca/prem) to complete the enrollment process. Individuals are encouraged to use Chrome as their internet browser to avoid issues activating their code.

If you are unable to access the online enrollment form, you may call the dedicated **Equifax assistance line for clients at 1-866-547-2429** to activate your code and complete the enrollment process.

## Who can you call if you have trouble signing up?

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If you have questions about the Equifax enrollment or product information or related inquiries, please call the dedicated **Equifax assistance line for clients at 1-866-547-2429**.

Eligible individuals who are not able to enroll with the Equifax credit monitoring services are encouraged to seek out a support person (caregiver, family member or friend) to assist them with this process on their behalf.

