

## **Berry Family Services Notifies Customers of Ransomware Attack**

ROWLETT, TX – September 6, 2019 – Berry Family Services, Inc. ("BFS") was the victim of a ransomware attack that resulted in its customers' personal healthcare information being encrypted. As a result, BFS paid the ransom in order to restore its data files and continue to support the Dallas and Rockwell Counties' Home and Community-Based Services and Texas Home Living programs. Although there is no indication that any information was accessed, in an abundance of caution, we have taken steps to notify all customers and to provide resources to assist them.

On July 10, 2019, we suffered a ransomware attack on our computer systems. Ransomware is a type of computer virus that locks up the computer system until we pay money. We believe the attacker only wanted money and not the information in our computers. We identified the attack almost immediately and began working to restore our systems. While we have restored our systems, we cannot rule out the remote possibility that the attacker may have accessed our data files. As a result, in an abundance of caution, we are letting customers know that their healthcare records were encrypted. While we have no reason to believe that any healthcare information was taken, the encrypted healthcare records include customers' names, addresses, Social Security numbers, dates of birth, medical insurance and related health information.

We take the security of customer information seriously and have taken measures to reduce the likelihood of a future cyber-attack, including increasing our defenses against these rampant attacks

We mailed letters to individuals potentially impacted by this incident which includes information about the incident and steps customers can take to monitor and protect their personal information. We have also established a toll-free call center to answer questions about the incident and related concerns. The call center is available Monday through Friday from 8:00 a.m. to 5:30 p.m., Central Time and can be reached at 1-833-680-7832. In addition, out of an abundance of caution, we are offering identity theft protection services through Kroll to customers at no cost.

BFS takes the protection of its customers' information seriously and sincerely apologizes for any inconvenience this incident may cause.

***The following information is provided to help individuals wanting more information on steps they can take to protect themselves:***

### **How do I obtain a copy of my credit report?**

You can obtain a copy of your credit report, free of charge, directly from each of the three nationwide credit reporting agencies. To order your credit report, free of charge once every 12 months, please visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call toll free at 1-877-322-8228. Contact information for the three nationwide credit reporting agencies is included in the e-mail and letter, and is also listed at the bottom of this page.

### **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. To place a fraud alert on your credit accounts, contact your financial institution or credit provider. Contact information for the three nationwide credit reporting agencies is included in the letter and is also listed at the bottom of this page.

### **Contact information for the three nationwide credit reporting agencies is as follows:**

Equifax Security Freeze  
PO Box 105788  
Atlanta, GA 30348-5788  
1-800-525-6285

[www.equifax.com/personal/credit-report-services/](http://www.equifax.com/personal/credit-report-services/)

Experian Security Freeze  
PO Box 9554  
Allen, TX 75013-9544  
1-888-397-3742

[www.experian.com/freeze/center.html](http://www.experian.com/freeze/center.html)

TransUnion (FVAD)  
PO Box 2000  
Chester, PA 19014-0200  
1-800-680-7289

[www.transunion.com/credit-freeze](http://www.transunion.com/credit-freeze)