

## **Family Counseling Service of the Finger Lakes Provides Notice of Data Security Incident**

The privacy and security of personal information is of the utmost importance to Family Counseling Service of the Finger Lakes (“Family Counseling Service”). On August 25, 2025, Family Counseling Service notified certain individuals regarding a security incident involving unauthorized access to a limited number of employee email accounts.

On or about February 4, 2025, Family Counseling Service discovered that a limited number of employee email accounts were accessed by an unauthorized actor between January 14, 2025, and February 4, 2025. Upon learning of this issue, Family Counseling Service immediately took steps to secure their email environment and commenced a prompt and thorough investigation. As part of its investigation, Family Counseling Service have been working very closely with external cybersecurity professionals experienced in handling these types of incidents.

Following this investigation and manual document review, Family Counseling Service learned on June 30, 2025, that the impacted email accounts that were accessed between January 14, 2025, and February 4, 2025, contained a limited amount of personal and protected health information that may have been accessed and/or acquired by the unauthorized party.

The impacted data contained individuals’ personal information, including full names in combination with one or more of the following: date of birth, Social Security number, driver’s license number, bank account number, medical information, and health insurance information.

**To date, we are not aware of any reports of identity fraud or identity theft as a direct result of this incident.** Nevertheless, Family Counseling Service encourages individuals to take actions to help protect their personal information. These actions include placing a Fraud Alert and Security Freeze on their credit files and obtaining a free credit report. Additionally, individuals should always remain vigilant in reviewing their credit reports on a regular basis and report any irregular activity to the proper authorities immediately. Family Counseling Service will be providing a complimentary credit-monitoring product for those determined to have had their Social Security number impacted.

**Individuals who think they may have been impacted and did not receive a notification letter, or have any further questions regarding this incident can call Family Counseling Service’s dedicated and confidential toll-free response line that the company has set up to respond to questions at 1-800-405-6108.** The call center response line is staffed with professionals familiar with this incident and knowledgeable about what can be done to protect personal information. The response line is available Monday through Friday, 9:00 a.m. to 9:00 p.m. Eastern Time, excluding holidays.

## **OTHER IMPORTANT INFORMATION**

### **1. Placing a Fraud Alert on Your Credit File.**

We recommend that you place an initial one-year “Fraud Alert” on your credit files, at no charge. A fraud alert tells creditors to contact you personally before they open any new accounts. To place a fraud alert, call any one of the three major credit bureaus at the numbers listed below. As soon as one credit bureau confirms your fraud alert, they will notify the others.

#### **Equifax**

P.O. Box 105069  
Atlanta, GA 30348  
[www.equifax.com](http://www.equifax.com)  
1-800-525-6285

#### **Experian**

P.O. Box 2002  
Allen, TX 75013  
[www.experian.com](http://www.experian.com)  
1-888-397-3742

#### **TransUnion LLC**

P.O. Box 2000  
Chester, PA 19016  
[www.transunion.com](http://www.transunion.com)  
1-800-680-7289

### **2. Placing a Security Freeze on Your Credit File.**

If you are very concerned about becoming a victim of fraud or identity theft, you may request a “Security Freeze” be placed on your credit file, at no charge. A security freeze prohibits, with certain specific exceptions, the consumer reporting agencies from releasing your credit report or any information from it without your express authorization. You may place a security freeze on your credit report by contacting all three nationwide credit reporting companies at the numbers below and following the stated directions or by sending a request in writing, by mail, to all three credit reporting companies:

#### **Equifax Security Freeze**

P.O. Box 105788  
Atlanta, GA 30348  
<https://www.freeze.equifax.com>  
1-800-349-9960

#### **Experian Security Freeze**

P.O. Box 9554  
Allen, TX 75013  
<http://experian.com/freeze>  
1-888-397-3742

#### **TransUnion Security Freeze**

P.O. Box 2000  
Chester, PA 19016  
<http://www.transunion.com/securityfreeze>  
1-888-909-8872

In order to place the security freeze, you’ll need to supply your name, address, date of birth, Social Security number and other personal information. After receiving your freeze request, each credit reporting company will send you a confirmation letter containing a unique PIN (personal identification number) or password. Keep the PIN or password in a safe place. You will need it if you choose to lift the freeze.

### **3. Obtaining a Free Credit Report.**

Under federal law, you are entitled to one free credit report every 12 months from each of the above three major nationwide credit reporting companies. Call **1-877-322-8228** or request your free credit reports online at **[www.annualcreditreport.com](http://www.annualcreditreport.com)**. Once you receive your credit reports, review them for discrepancies. Identify any accounts you did not open or inquiries from creditors that you did not authorize. Verify all information is correct. If you have questions or notice incorrect information, contact the credit reporting company.

#### **4. Protecting Your Health Information.**

As a general matter the following practices can help to protect you from medical identity theft.

- Only share your health insurance cards with your health care providers and other family members who are covered under your insurance plan or who help you with your medical care.
- Review your “explanation of benefits” statement which you receive from your health insurance company. Follow up with your insurance company or the care provider for any items you do not recognize. If necessary, contact the care provider on the explanation of benefits statement and ask for copies of medical records from the date of the potential disclosure (noted above) to current date.
- Ask your insurance company for a current year-to-date report of all services paid for you as a beneficiary. Follow up with your insurance company or care provider for any items you do not recognize.

#### **5. Additional Helpful Resources.**

Even if you do not find any suspicious activity on your initial credit reports, the Federal Trade Commission (FTC) recommends that you check your credit reports periodically. Checking your credit report periodically can help you spot problems and address them quickly.

If you find suspicious activity on your credit reports or have reason to believe your information is being misused, call your local law enforcement agency and file a police report. Be sure to obtain a copy of the police report, as many creditors will want the information it contains to absolve you of the fraudulent debts. You may also file a complaint with the FTC by contacting them on the web at [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft), by phone at 1-877-IDTHEFT (1-877-438-4338), or by mail at Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580. Your complaint will be added to the FTC’s Identity Theft Data Clearinghouse, where it will be accessible to law enforcement for their investigations. In addition, you may obtain information from the FTC about fraud alerts and security freezes.

If your personal information has been used to file a false tax return, to open an account or to attempt to open an account in your name or to commit fraud or other crimes against you, you may file a police report in the City in which you currently reside.

**New York Residents:** You may obtain information about preventing identity theft from the New York Attorney General’s Office: Office of the Attorney General, The Capitol, Albany, NY 12224-0341; <https://ag.ny.gov/consumer-frauds-bureau/identity-theft>; Telephone: 800-771-7755.