



May 22, 2015

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SAMPLE A SAMPLE



APT ABC

123 ANY ST

ANYTOWN, US 12345-6789



Dear Sample A Sample,

Beacon Health System is writing to notify you of a data security event that may affect your personal and protected health information. Although there is no evidence that anyone has taken or misused your information, we are letting you know so can you take steps to monitor your identity, credit, and accounts. We take the security of your information seriously, and in addition to putting additional cyber security protections in place, we are consulting with the FBI and have notified the Department of Health and Human Services and state regulators.

Beacon discovered that it had been the target of a sophisticated cyber attack. On March 25, 2015, during the investigation of this attack, we discovered unauthorized access to email boxes of some of our employees, which potentially contained information on patients. The evidence indicates that certain email boxes were accessed beginning as early as November 2013, and the last date of unauthorized access into any email box was January 26, 2015.

We continued an extensive review to determine if sensitive information was affected. On May 1, 2015, we were advised that protected health information was contained in the affected emails. There is no evidence that information was actually viewed or removed from the emails, and we have no evidence that unauthorized intruders stole your identity. **NOTE: On the actual letters, information noted in the following paragraph is different for different individuals.**

Based on our review, the following types of your information were located in one or more affected email boxes: name, Social Security number, date of birth, driver's license number, diagnosis, date of service, doctor's name, internal patient ID number, and status (either active or inactive). The email boxes could also have included your treatment and other medical record information. We have established a confidential inquiry line so you can get more detail and ask questions about your individual circumstance by calling 1-888-414-8021, Monday through Friday, 9:00 a.m. to 7:00 p.m. Eastern Time (Closed on U.S. observed holidays). Please use this reference number when calling: 1122051415.

As a precautionary measure, Beacon is offering to provide identity protection to you for 12 months at no cost. This identity protection is being offered through Experian,® the largest credit bureau in the US. If you are a victim of fraud, simply call Experian at 866-751-1324 by 5/20/16 and a dedicated Identity Theft Resolution agent will help you restore your identity. We also encourage you to activate the identity protection tools available through ProtectMyID® Elite.

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(OVER PLEASE)

To start monitoring your personal information please follows the steps below:

ENSURE That You Enroll By: 5/20/16 (Your code will not work after this date.)

Visit the ProtectMyID Web Site to enroll: www.protectmyid.com/protect

PROVIDE Your Activation Code: **ABCDEFGHI**

If you have questions or need an alternative to enrolling online, call 866-751-1324 and provide engagement number # PC94285.

Our patients are our utmost priority and we are very sorry that this has happened. Security measures have been increased and we are implementing additional policies and techniques to prevent this from happening again.

Sincerely,

A handwritten signature in black ink, appearing to read "Mark Warlick". The signature is fluid and cursive, with the first name "Mark" and last name "Warlick" clearly distinguishable.

Mark Warlick
Chief Information Officer

Details regarding your 12-Month ProtectMyID Membership:

A credit card is **not** required for enrollment – we are covering the full cost of this protection for 12 months. You can contact Experian immediately regarding any fraud issues, and have access to the following features once you initiate ProtectMyID:

- ◆ Experian credit report: See what information is associated with your credit file.
- ◆ Active Surveillance Alerts: Monitors the Experian file for indicators of fraud.
- ◆ Internet Scan: Alerts you if your information is found on sites containing compromised data.
- ◆ Address Change Alerts: Alerts you of changes to your mailing address
- ◆ Fraud Resolution: Identity Theft Resolution agents are immediately available to help you address credit and non-credit related fraud.
- ◆ ExtendCARE: You receive the same high-level of Fraud Resolution support even after your ProtectMyID membership has expired.
- ◆ \$1 Million Identity Theft Insurance:¹ Provides coverage for certain costs and unauthorized electronic fund transfers.
- ◆ Lost Wallet Protection: Get help replacing credit, debit, and medical insurance cards.

Integrate your ProtectMyID membership with the BillGuard app for FREE and receive:

- ◆ Card Fraud Monitoring: Alerts you when your credit/debit cards are used.
- ◆ Card Concierge: Resolve billing inquiries and disputes with merchants

If you have any questions about ProtectMyID, need help understanding something on your credit report or suspect that an item on your credit report may be fraudulent, please contact Experian's customer care team at 866-751-1324.

Additional information can be found in the enclosure titled *Steps You Can Take to Protect Yourself from Identity Theft and Fraud*.

Important Phone Numbers

Experian
866-751-1324

Confidential Inquiry Line
1-888-414-8021
Reference Number: 1122051415

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¹ Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of AIG. The description herein is a summary and intended for informational purposes only and does not include all terms, conditions and exclusions of the policies described. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

Steps You Can Take to Protect Against Identity Theft and Fraud

To further protect against possible identity theft or other financial loss, we encourage you to remain vigilant, to review your account statements, and to monitor your credit reports for suspicious activity. Under U.S. law, you are entitled to one free credit report annually from each of the three major credit bureaus. To order your free credit report, visit www.annualcreditreport.com or call, toll-free, 1-877-322-8228. You may also contact the three major credit bureaus directly to request a free copy of your credit report.

We recommend that you regularly review any Explanation of Benefits statements that you receive from your insurer. If you see any service that you believe you did not receive, please contact your insurer at the number on your statement. If you do not receive regular Explanation of Benefits statements, you can contact your insurer and request that they send such statements following the provision of services in your name or number.

You may want to order copies of your credit reports and check for any medical bills that you do not recognize. If you find anything suspicious, you can call the credit reporting agency at the phone number on the report. Keep a copy of this notice for your records in case of future problems with your medical records. You may also want to request a copy of your medical records from your provider, to serve as a baseline.

At no charge, you can also have these credit bureaus place a “fraud alert” on your file that alerts creditors to take additional steps to verify your identity prior to granting credit in your name. Note, however, that because it tells creditors to follow certain procedures to protect you, it may also delay your ability to obtain credit while the agency verifies your identity. As soon as one credit bureau confirms your fraud alert, the others are notified to place fraud alerts on your file. Should you wish to place a fraud alert, or should you have any questions regarding your credit report, please contact any one of the agencies listed below. Information regarding security freezes is also available from these agencies.

Equifax
P.O. Box 105069
Atlanta, GA 30348
800-525-6285
www.equifax.com

Experian
P.O. Box 2002
Allen, TX 75013
888-397-3742
www.experian.com

TransUnion
P.O. Box 2000
Chester, PA 19022-2000
800-680-7289
www.transunion.com

You can further educate yourself regarding identity theft, security freezes, and the steps you can take to protect yourself, by contacting the Federal Trade Commission (FTC). The FTC can be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580; www.ftc.gov/bcp/edu/microsites/idtheft/; 1-877-ID-THEFT (877-438-4338); and TTY: 866-653-4261. The FTC encourages those who discover that their information has been misused to file a complaint with them. Information on how to file such a complaint can be found at the FTC website listed above.

For North Carolina residents, you can obtain information about preventing identity theft from the North Carolina Attorney General’s Office. The Attorney General can be contacted by mail at 9001 Mail Service Center, Raleigh, NC 27699-9001; toll-free at 1-877-566-7226; by phone at 1-919-716-6400; and online at www.ncdoj.gov. For Maryland residents, the Attorney General can be contacted at: 200 St. Paul Place, 16th Floor, Baltimore, MD 21202; (888) 743-0023; and www.oag.state.md.us. You should report known or suspected identity theft or fraud to law enforcement.