



JOHN Q. SAMPLE
1234 MAIN STREET
ANYTOWN US 12345-6789

June 28, 2018

NOTICE OF DATA BREACH

Dear JOHN SAMPLE:

UC San Diego Health takes patient privacy very seriously, and it is important to us that you are made fully aware of an incident in which your information may have been inappropriately accessed.

What Happened

On December 22, 2017, UC San Diego Health learned from one of our business associates, Nuance Communications that an unauthorized third party accessed one of its medical transcription platforms, which contained your medical information. The data breach occurred between November 20, 2017 and December 9, 2017.

What Information Was Involved

Compromised medical information may have included your name, date of birth, age, gender, medical record number, and clinical information. This incident did not include your Social Security number, driver's license number, and/or financial account numbers.

What We Are Doing

One of UC San Diego Health's top priorities is to protect and maintain the confidentiality of patient information. We have been closely monitoring this situation and working with Nuance. As soon as Nuance discovered the event, Nuance took the affected platform offline. Nuance also notified law enforcement authorities and cooperated with their investigation into the matter. The law enforcement investigation resulted in the identification of the third party and determination that no information was further misused or disclosed and all of data was recovered.

What You Can Do

As an added precaution, we have arranged to have AllClear ID protect your identity for 24 months at no cost to you. The following identity protection services start on the date of this notice and you can use them at any time during the next 24 months.

AllClear Identity Repair: This service is automatically available to you with no enrollment required. If a problem arises, simply call 1-855-686-9410 and a dedicated investigator will help recover financial losses, restore your credit and make sure your identity is returned to its proper condition.



AllClear Fraud Alerts with Credit Monitoring: This service offers the ability to set, renew, and remove 90-day fraud alerts on your credit file to help protect you from credit fraud. In addition, it provides credit monitoring services, a once annual credit score and credit report, and a \$1 million identity theft insurance policy. For a child under 18 years old, AllClear ID ChildScan identifies acts of fraud against children by searching thousands of public databases for use of your child's information.] To enroll in this service, you will need to provide your personal information to AllClear ID. You may sign up online at enroll.allclearid.com or by phone by calling 1-855-686-9410 using the following redemption code: Redemption Code.

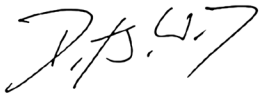
Please note: Following enrollment, additional steps are required by you in order to activate your phone alerts and fraud alerts, and to pull your credit score and credit file. Additional steps may also be required in order to activate your monitoring options.

If You Have Questions

If you have any questions about this incident or the services being offered to you as a result of this incident, please call 1-855-686-9410.

We regret that this incident occurred and extend our sincerest apologies. We trust that the quality and reliability of the support services being offered demonstrate our continued commitment to safeguarding the privacy and security of your information.

Sincerely,

A handwritten signature in black ink, appearing to read 'D. Weissburg'.

Daniel Weissburg, JD, CHC
Chief Compliance and Privacy Officer
UC San Diego Health
Compliance Department
9500 Gilman Drive, #0836
La Jolla, CA 92093

Enc.: Information about Identity Theft Protection

Information about Identity Theft Protection

We recommend that you regularly review statements from your accounts and periodically obtain your credit report from one or more of the national credit reporting companies. You may obtain a free copy of your credit report online at www.annualcreditreport.com, by calling toll-free 1-877-322-8228, or by mailing an Annual Credit Report Request Form (available at www.annualcreditreport.com) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281. You may also purchase a copy of your credit report by contacting one or more of the three national credit reporting agencies listed below.

Experian: P.O. Box 9532, Allen, TX 75013, 1-888-397-3742, www.experian.com

TransUnion: P.O. Box 1000, Chester, PA 19022, 1-800-888-4213, www.transunion.com

Equifax: P.O. Box 740241, Atlanta, Georgia 30374-0241, 1-800-685-1111, www.equifax.com

When you receive your credit reports, review them carefully. Look for accounts or creditor inquiries that you did not initiate or do not recognize. Look for information, such as home address and Social Security number, that is not accurate. If you see anything you do not understand, call the credit reporting agency at the telephone number on the report.

We recommend you remain vigilant with respect to reviewing your account statements and credit reports, and promptly report any suspicious activity or suspected identity theft to us and to the proper law enforcement authorities, including local law enforcement, your state's attorney general and/or the Federal Trade Commission ("FTC"). You may contact the FTC or your state's regulatory authority to obtain additional information about avoiding identity theft. **Federal Trade Commission**, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580, 1-877-IDTHEFT (438-4338), www.ftc.gov/idtheft.

Information to Monitor Personal Health Information.

We recommend that you regularly review the explanation of benefits statement 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 the statement. If you do not receive regular explanation of benefits statements, contact your provider and request them to 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, 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. If you are a California resident, we suggest that you visit the web site of the California Office of Privacy Protection at www.privacy.ca.gov to find more information about your medical privacy.

Fraud Alerts: There are also two types of fraud alerts that you can place on your credit report to put your creditors on notice that you may be a victim of fraud: an initial alert and an extended alert. You may ask that an initial fraud alert be placed on your credit report if you suspect you have been, or are about to be, a victim of identity theft. An initial fraud alert stays on your credit report for at least 90 days. You may have an extended alert placed on your credit report if you have already been a victim of identity theft with the appropriate documentary proof. An extended fraud alert stays on your credit report for seven years. You can place a fraud alert on your credit report by calling the toll-free fraud number of any of the three national credit reporting agencies listed below.

Experian: 1-888-397-3742, www.experian.com

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Credit Freezes: You may have the right to put a credit freeze, also known as a security freeze, on your credit file, so that no new credit can be opened in your name without the use of a PIN number that is issued to you when you initiate a freeze. A credit freeze is designed to prevent potential credit grantors from accessing your credit report without your consent. If you place a credit freeze, potential creditors and other third parties will not be able to get access to your credit report unless you temporarily lift the freeze. Therefore, using a credit freeze may delay your ability to obtain credit. In addition, you may incur fees to place, lift and/or remove a credit freeze. Credit freeze laws vary from state to state. The cost of placing, temporarily lifting, and removing a credit freeze also varies by state, generally \$5 to \$20 per action at each credit reporting company. Unlike a fraud alert, you must separately place a credit freeze on your credit file at each credit reporting company. Since the instructions for how to establish a credit freeze differ from state to state, please contact the three major credit reporting companies as specified below to find out more information:

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TransUnion LLC: P.O. Box 2000, Chester, PA, 19022-2000, freeze.transunion.com

Equifax: P.O. Box 105788, Atlanta, GA 30348, www.equifax.com

You can obtain more information about fraud alerts and credit freezes by contacting the FTC or one of the national credit reporting agencies listed above. Unlike a fraud alert, you must separately place a credit freeze on your credit file at each credit reporting company. The following information should be included when requesting a security freeze (documentation for you and your spouse must be submitted when freezing a spouse's credit report): full name, with middle initial and any suffixes; Social Security number; date of birth (month, day and year); current address and previous addresses for the past five (5) years; and applicable fee (if any) or incident report or complaint with a law enforcement agency or the Department of Motor Vehicles. The request should also include a copy of a government-issued identification card, such as a driver's license, state or military ID card, and a copy of a utility bill, bank or insurance statement. Each copy should be legible, display your name and current mailing address, and the date of issue (statement dates must be recent). The credit reporting company may charge a reasonable fee of up to \$5 to place a freeze or lift or remove a freeze, unless you are a victim of identity theft or the spouse of a victim of identity theft, and have submitted a valid police report relating to the identity theft to the credit reporting company.

UC San Diego HEALTH

Processing Center • P.O. BOX 141578 • Austin, TX 78714



TO THE ESTATE OF JOHN Q. SAMPLE
1234 MAIN STREET
ANYTOWN US 12345-6789

June 28, 2018

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To the Estate of JOHN SAMPLE:

UC San Diego Health takes patient privacy very seriously, and it is important to us that you are made fully aware of an incident in which your information may have been inappropriately accessed.

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What We Are Doing

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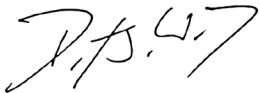
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Sincerely,

A handwritten signature in black ink, appearing to read 'D. Weissburg'.

Daniel Weissburg, JD, CHC
Chief Compliance and Privacy Officer
UC San Diego Health
Compliance Department
9500 Gilman Drive, #0836
La Jolla, CA 92093

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Information about Identity Theft Protection

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We recommend you remain vigilant with respect to reviewing your account statements and credit reports, and promptly report any suspicious activity or suspected identity theft to us and to the proper law enforcement authorities, including local law enforcement, your state's attorney general and/or the Federal Trade Commission ("FTC"). You may contact the FTC or your state's regulatory authority to obtain additional information about avoiding identity theft. **Federal Trade Commission**, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580, 1-877-IDTHEFT (438-4338), www.ftc.gov/idtheft.

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TO THE PARENT OR GUARDIAN OF
JOHN Q. SAMPLE
1234 MAIN STREET
ANYTOWN US 12345-6789

June 28, 2018

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Dear Parent or Guardian of JOHN SAMPLE:

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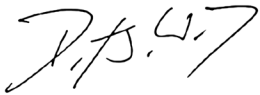
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Daniel Weissburg, JD, CHC
Chief Compliance and Privacy Officer
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Compliance Department
9500 Gilman Drive, #0836
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