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Phoenix, Arizona 85012
www.BannerHealth.com

Banner Health®

<<MemberFirstName>> <<MemberLastName>>
<<Address1>>
<<Address2>>
<<City>>, <<State>> <<Zip Code>>

August 3, 2016

Dear <<MemberFirstName>> <<MemberLastName>>,

Banner Health is committed to maintaining the privacy and security of our providers' information. Regrettably, we are writing to inform you of a cyber attack involving your information.

What Happened

On July 13, 2016, we discovered that cyber attackers may have gained unauthorized access to information stored on a limited number of Banner Health computer servers. We immediately launched an investigation, hired a leading forensics firm, took steps to block the cyber attackers, and contacted law enforcement. The investigation revealed that the attack was initiated on June 17, 2016.

What Information Was Involved

The information may have included your name, address, date of birth, DEA (Drug Enforcement Agency) number, TIN (Tax Identification Number), NPI (National Provider Identifier), or Social Security number.

What You Can Do

As a precaution, we have secured the services of Kroll to provide credit and identity monitoring at no cost to you for one year. Kroll is a global leader in risk mitigation and response, and their team has extensive experience helping people who have sustained an unintentional exposure of confidential data. Your identity monitoring services include Credit Monitoring powered by TransUnion, Web Watcher, Fraud Consultation, and Fraud Restoration. Visit krollbreach.idmonitoringservice.com to enroll and take advantage of your identity monitoring services. Membership Number: <<Member ID>>. You must activate your identity monitoring services by no later than December 11, 2016. Additional information describing your services is included with this letter.

What We Are Doing

In addition to taking steps to block the cyber attack and giving a courtesy notification to the DEA and Licensing Boards, we are further enhancing the security of our systems to help prevent something like this from happening again. If you are licensed in Arizona, you can also monitor the Prescription Monitoring Program (PMP) at www.azrxreporting.com to detect possible fraudulent use of your DEA number. If you detect any unauthorized activity, please call the number below.

For More Information

We deeply regret any inconvenience or concern this may cause you. Should you have any questions, please call 1-855-223-4412, from 7 a.m. to 7 p.m. Pacific Time, seven days a week.

Sincerely,

John Hensing, M.D.
Executive Vice President/Chief Medical Officer



TAKE ADVANTAGE OF YOUR FRAUD MONITORING SERVICES FROM KROLL*

Credit Monitoring through TransUnion: You'll receive alerts when there are changes to your credit data—for instance, when a new line of credit is applied for in your name. If you do not recognize the activity, you'll have the option to call a Kroll investigator, who can help you determine if it's an indicator of fraud activity.

Web Watcher: Web Watcher monitors internet sites where criminals buy, sell, and trade personal information. You'll be promptly notified if evidence of your personal information being traded or sold is discovered.

Fraud Consultation: You have unlimited access to consultation with a dedicated licensed investigator at Kroll. Support includes showing you the most effective ways to protect your identity, explaining your rights and protections under the law, assistance with fraud alerts, and interpreting how personal information is accessed and used, including investigating suspicious activity that could be tied to an identity theft event.

Fraud Restoration: If you become a victim of fraud, an experienced licensed investigator will work on your behalf to resolve related issues. You will have access to a dedicated investigator who understands your issues and will do most of the work for you. Your investigator can dig deep to uncover all aspects of the fraud, and then work to resolve it.

Even if you choose not to take advantage of this free credit monitoring service, we recommend that you remain vigilant to the possibility of fraud and identity theft by reviewing your credit card, bank, and other financial statements for any unauthorized activity. You may also 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 twelve months, please visit www.annualcreditreport.com or call toll-free at 1-877-322-8228. Contact information for the three nationwide credit reporting agencies is as follows:

Equifax
PO Box 740241
Atlanta, GA 30374
www.equifax.com
1-800-685-1111

Experian
PO Box 2002
Allen, TX 75013
www.experian.com
1-888-397-3742

TransUnion
PO Box 2000
Chester, PA 19022
www.transunion.com
1-800-916-8800

If you believe that you are the victim of identity theft or have reason to believe that your personal information has been misused, you should immediately contact the Federal Trade Commission and/or the Office of the Attorney General in your home state. Contact information for the Federal Trade Commission is as follows:

Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, DC 20580
www.ftc.gov/idtheft
1-877-438-4338

You can obtain information from these sources about steps an individual can take to avoid identity theft as well as information about fraud alerts and security freezes. You should also contact your local law enforcement authorities and file a police report. Obtain a copy of the police report in case you are asked to provide copies to creditors to correct your records.

* Kroll's activation website is only compatible with the current version or one version earlier of Internet Explorer, Chrome, Firefox, and Safari. To receive credit services, you must be over the age of 18 and have established credit in the U.S., have a Social Security number in your name, and have a U.S. residential address associated with your credit file.