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March 16, 2014

«Worker_FName» «Worker_LName»
«Address_Line1»
«Address_Line2»
«City», «State_Name» «Zip_Code»

Dear «Worker_FName» «Worker_LName»:

We are writing to you because of an incident at your employer, Arcadia Home Care a/k/a Arcadia Health Services, Inc. ("Arcadia").

There has been a security breach of your employment records and personal information.

The **security breach** stems from the unauthorized access of your personal information by Mr. Charles E. Symes, II and his new business "Alegre."

Mr. Symes had previously obtained access to your employment information under strict agreements and protocols that he had with Arcadia. Mr. Symes was an independent contractor for Arcadia.

You entrusted your personal information to Arcadia. **Mr. Symes was unauthorized to access your personal information on behalf of his new enterprise, "Alegre."** Mr. Symes was previously authorized to use Arcadia's database, which contained your personal information, but only for authorized purposes and access. Unfortunately, Arcadia has a reasonable belief that Mr. Symes and his group made unauthorized access to your personal information.

The personal information of yours includes all of the information that you lawfully had on file with Arcadia, including your name, social security number, address, bank account information, and California driver's license and other information.

Arcadia is deeply concerned about the security breach and the unauthorized access of your personal information. Arcadia does not know if your personal information has been or will be misused by Mr. Symes and his group, but we do know that Mr. Symes and his new group have made fraudulent misrepresentations to Arcadia's employees and clients.

Arcadia has learned that Mr. Symes and his new enterprise "Alegre" have told numerous falsehoods in order to mislead and manipulate Arcadia's employees. The false and fraudulent information that Mr. Symes's group is spreading is untrue. Please note that:

- Arcadia is NOT dissolving.
- Arcadia is NOT insolvent.
- Arcadia has NOT and has NEVER refused to pay its employees.

Because Arcadia believes that Mr. Symes's and his group is willing to be untruthful about Arcadia, it gives cause for concern about the possible misuse of your personal information. Arcadia is taking legal action to stop Mr. Symes and his new company "Alegre" from committing further acts of misrepresentation and from retaining any of your personal information that may have been obtained by him and his group. In the meantime, we are required by California law to notify you of the security breach and the unauthorized access of your personal information.

Arcadia also is obligated to describe these facts and circumstances to you as we have learned about them. Given the false information and wrongful conduct that we have been told of by Mr. Symes and his group "Alegre," you should reasonably be on notice of the possible misuse your personal information by Mr. Symes, Alegre, and/or their agents and employees.

Based on the information we believe to be accurate, the security breach of your personal information occurred at one or more times between January 2014 and last Tuesday, March 12, 2014.

Arcadia is taking the following steps to protect your personal information:

1. We are in active litigation against Mr. Symes. We are asking a Court to order Mr. Symes to return any personal information of yours to Arcadia and to order Mr. Symes to delete and dispose of all copies of your personal information in his possession, whether in written or digital form.
2. We are actively investigating the activity of Mr. Symes and his group, which we believe may be fraudulent and criminal. The results of our investigation will be turned over to law enforcement.
3. We have also notified the State of California's Attorney General of the unauthorized access of your personal information.

Below are some steps you should take to protect your personal information:

1. Because your Social Security number was involved, we recommend that you place a fraud alert on your credit files. A fraud alert requires potential creditors to use what the law refers to as "reasonable policies and procedures" to verify your identity before issuing credit in your name. A fraud alert lasts for 90 days. Just call one of the three credit reporting agencies at a number below. This will let you automatically place an alert with all of the agencies. You will receive letters from all three, confirming the fraud alert and letting you know how to get a free copy of your credit report from each.
 - Experian 1-888-397-3742
 - Equifax 1-800-525-6285
 - TransUnion 1-800-680-7289
2. When you receive your credit reports, look them over carefully. Look for accounts you did not open. Look for inquiries from creditors that you did not initiate. And look for personal 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.
3. If you do find suspicious activity on your credit reports, call your local police or sheriff's office and file a police report of identity theft. Get a copy of the police report. You may need to give copies of the police report to creditors to clear up your records.
4. Even if you do not find any signs of fraud on your reports, we recommend that you check your credit reports periodically. You can keep the fraud alert in place by calling again after 90 days. For more information on identity theft, we suggest that you visit the web site of the California Office of Privacy Protection at www.privacy.ca.gov.
5. Since your California Driver's License number was involved, we recommend that you call the DMV Fraud Hotline at 1-866-658-5758 to report it.
6. To protect yourself from the possibility of identity theft, we recommend that you immediately contact your credit card or bank and close your account(s). Tell them that your account may have been compromised, and ask that they report it as "closed at customer request." If you want to open a new account, ask them to give you a PIN or password. This will help control access to the account.

For more information on identity theft, we suggest that you visit the web site of the California Office of Privacy Protection at www.privacy.ca.gov

Again, if there is anything that Arcadia can do to assist you, please call us at 1-800-733-8427.

Sincerely,

Kathleen Bulgarelli
VP of Quality and Standards