



<<Member First Name>> <<Member Middle Name>> <<Member  
Last Name>>  
<<Address1>>  
<<Address2>>  
<<City>>, <<State>> <<Zip Code>>

<<Date>> (Format: Month Day, Year)

Dear <<Member First Name>> <<Member Middle Name>> <<Member Last Name>>,

We are contacting you as part of City of Hope's commitment to patient privacy. At City of Hope, our goal is to deliver the highest quality healthcare to our patients. Protecting our patients' confidentiality and privacy is a crucial part of that goal. The priority of safeguarding our patients' privacy extends to all aspects of our business, even those functions we must outsource to support our operations.

On February 7, 2014, we were informed by one of our vendors, Sutherland Healthcare Solutions, Inc. ("Sutherland"), that they experienced a burglary on February 5th at one of their offices involving the theft of eight computers, two of which contained City of Hope patient and patient guarantor data. The two stolen computers containing City of Hope patient information were password protected, and we have been informed that law enforcement does not believe that information relating to City of Hope patients was the target of the theft. Sutherland assists City of Hope and other providers by billing supplemental insurance companies for Medicare patients, and with certain follow up for Medi-Cal accounts. City of Hope shares patient information with Sutherland in support of those services.

City of Hope only shares such information with vendors who have agreed to adhere to strict privacy protection measures. We have an agreement with Sutherland which sets forth these standards and are deeply concerned about this incident and its impact on affected individuals. Accordingly, in response to this incident, we have suspended our business relationship with Sutherland. We are also working with Sutherland to continue to investigate this matter, and will take all appropriate steps to ensure that an incident of this nature does not happen again. Please be assured that City of Hope is addressing this with the utmost seriousness and taking steps to mitigate any potential harm to affected individuals.

Sutherland promptly undertook a forensic investigation to identify the data on the stolen computers. As of February 26, 2014, City of Hope first obtained an initial list of affected accounts. Unfortunately, information about you, which may have included your Social Security number, name, address, phone number, medical record number, account number and/or diagnoses, may have been stored on the computers' hard drives. Sutherland is assisting law enforcement in investigating this matter, and we have not received any indication that the information has been further used or disclosed.

#### What Are We Doing To Protect You?

We are keenly aware of the importance of the confidentiality of your personal information. Accordingly, City of Hope has secured the services of Kroll, a global leader in risk mitigation and response, **to provide you with identity theft protection at no cost to you for one year.** Kroll's team has extensive experience helping people who have sustained an unintentional exposure of confidential data.

The identity theft protection services include **Credit Monitoring, a Current Credit Report, \$1 Million Identity Theft Insurance, Identity Theft Consultation and Restoration**, and the other services described in the enclosed brochure. Please note that in order to activate the Kroll services you will need to follow the instructions in the section titled, "How to Take Advantage of Your Identity Theft Protection Services."

If you would like to obtain the free credit monitoring and identity theft consultation and restoration services, or have any questions about these services or this incident, please call the toll-free number **1-???-???-???**, 8 a.m. to 5 p.m. (Central Time), Monday through Friday.



We regret that this incident occurred, and I sincerely apologize, on behalf of City of Hope, for any concern or inconvenience that this incident may cause you. At City of Hope, we work very diligently to protect our patients' privacy, and we hold our contractors to the same high standards. Again, if you have any questions or concerns regarding this incident, please do not hesitate to call the toll-free hotline at **1-???-???-????**.

Sincerely,



Debra Fields  
Chief Risk Officer & Privacy Officer

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#### How to Take Advantage of Your Identity Theft Protection Services

Visit **???-?????.com** and follow the online instructions to take advantage of your identity theft protection services.

You can view your services at any time by logging onto Kroll's identity protection website. When you enroll, be prepared to provide your membership number.

**???-?????.com** is compatible with the current version or one version earlier of Internet Explorer, Chrome, Firefox or Safari.

**Membership Number: <<Member ID>>**

**Help is only a phone call away.**

If you have a question, need assistance, or feel you may be a victim of identity theft, Call **1-???-???-????**, 8 a.m. to 5 p.m. (Central Time), Monday through Friday, and ask to speak with an investigator.




Take advantage of this no-cost opportunity and let the experts at Kroll help you assess your situation and safeguard your identity.



## Take Advantage of Your Identity Theft Protection Services

You've been provided with access to services from Kroll, a global leader in risk mitigation. Over the past 14 years, Kroll has provided data breach response services for cases impacting more than 100 million individuals including personal consultation to more than 180,000 consumers and worked some 8,000 confirmed identity theft cases. When you need assistance, rest assured that your services are backed by an expert team who can answer any question you may have.

The following services are included in your **Complete Monitoring** package:

	<p>Kroll employs a team of experienced licensed investigators to provide you with expert, one-on-one assistance:</p> <p><b>Consultation:</b> You have unlimited access to consultation with a dedicated licensed investigator at Kroll. Support includes best practice tips to assist in ongoing protection, 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.</p> <p><b>Restoration:</b> Kroll's restoration services are the most comprehensive of any provider. Should you become a victim of identity theft, a dedicated licensed investigator can work on your behalf to resolve related issues. The investigator does more than shoulder the bulk of the recovery; they can dig deep to uncover all aspects of the theft, and then work with creditors, collection agencies, utilities, government entities, and more ... to resolve it.</p>
	<p><b>Triple Bureau Credit Monitoring and a TransUnion Credit Report:</b> Credit services can be a key tool in detecting early warning signs of identity theft. 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 identity theft. You'll also receive "no activity" notices if there have been no changes to your data.</p>
	<p><b>Web Watcher:</b> Web Watcher helps to detect if your personal information is being bought and sold online. This program monitors hacker chat rooms, forums and other websites where criminals are known to trade stolen information. Thousands of sites are monitored, looking for matches to your personal information, such as Social Security, medical ID, and financial account numbers. If your information is found, you will be promptly alerted and provided with instructions to contact your investigator. Monitoring starts as soon as you enroll and select the information to search.</p>

*Your identity theft protection services are continued on back ...*

### How to Take Advantage of Your Identity Theft Protection Services

Visit [????.?????.com](http://????.?????.com)

and follow the online instructions to take advantage of your identity theft protection services.

You can view your services at any time by logging onto Kroll's identity protection website. When you enroll, be prepared to provide the membership number included with the accompanying letter.

**Help is only a phone call away.**

If you have a question, need assistance, or feel you may be a victim of identity theft, call Kroll at the toll-free number provided in the accompanying letter, and ask to speak with an investigator.

Take advantage of this no-cost opportunity and let the experts at Kroll help you assess your situation and safeguard your identity.

[????.?????.com](http://????.?????.com) is compatible with the current version or one version earlier of Internet Explorer, Chrome, Firefox or Safari.





**Public Persona:** Public Persona monitors public record databases for names, aliases and addresses that are associated with your Social Security number. Records include, among other data sources, property or deed registration, internet job site providers, state occupational license data, and court proceedings. If information is found, an alert email is sent. If you see a name, address or alias that is not associated with you, contact Kroll's investigators for more information. Once you have enrolled, you can view the services at any time by logging onto Kroll's identity protection website.



**Quick Cash Scan:** Quick Cash Scan monitors thousands of short-term and cash-advance loan sources, such as rent-to-own or payday lenders. These are sometimes referred to as "non-credit" loans because the application process does not always include a credit check, making it easier to use stolen or fraudulent identity information. You'll receive an alert when a loan is reported, and you'll have the option to call a Kroll investigator for more information.



**\$1 Million Identity Theft Insurance:** Reimburses you for out-of-pocket expenses totaling up to \$1 million in legal costs for any one stolen identity event. Additional benefits include a \$0 deductible and coverage for fees associated with replacing documents, traveling expenses, loss of income, child care and elderly care and fraudulent withdrawals. All coverage is subject to the conditions and exclusions in the policy.

## State Notification Requirements

### All States.

You may obtain a copy of your credit report or request information on how to place a fraud alert or security freeze by contacting any of the national credit bureaus below. It is recommended that you remain vigilant for incidents of fraud and identity theft by reviewing credit card account statements and monitoring your credit report for unauthorized activity.

<b>Equifax</b> P.O. Box 740241 Atlanta, GA 30374 1-800-685-1111 www.equifax.com	<b>Experian</b> P.O. Box 2104 Allen, TX 75013 1-888-397-3742 www.experian.com	<b>TransUnion</b> P.O. Box 2000 Chester, PA 19022 1-800-888-4213 www.transunion.com
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### For residents of Massachusetts.

It is required by state law that you are informed of your right to obtain a police report if you are a victim of identity theft.

### For residents of Massachusetts and West Virginia.

You also have the right to place a security freeze on your credit report by contacting any of the credit bureaus listed at above. A security freeze is intended to prevent credit, loans and services from being approved in your name without your consent.

To place a security freeze on your credit report, you may be able to use an online process, an automated telephone line or a written request. The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past five years; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. The request must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, display your name and current mailing address,

and the date of issue. The consumer reporting agency may charge a fee of up to \$5.00 to place a freeze or lift or remove a freeze and free if you are a victim of identity theft or the spouse of a victim of identity theft, and you have submitted a valid police report relating to the identity theft incident to the consumer reporting agency.

### For residents of Iowa, Maryland, Michigan, Missouri, North Carolina, Oregon, and West Virginia.

It is required by state laws to inform you that you may obtain a copy of your credit report, free of charge, whether or not you suspect any unauthorized activity on your account.

### For residents of Iowa.

State law advises you to report any suspected identity theft to law enforcement or to the Attorney General.

### For residents of Oregon.

State laws advise you to report any suspected identity theft to law enforcement, as well as the Federal Trade Commission.

### For residents of Illinois, Maryland and North Carolina.

You can obtain information from the Federal Trade Commission, and for residents of Maryland and North Carolina, from your respective state Office of the Attorney General, about steps you can take toward preventing identity theft.

**Federal Trade Commission  
Consumer Response Center**  
600 Pennsylvania Avenue, NW  
Washington, DC 20580  
1-877-IDTHEFT (438-4338)  
www.ftc.gov/bcp/edu/microsites/idtheft/

**Maryland Office of  
the Attorney General**  
Consumer Protection Division  
200 St. Paul Place  
Baltimore, MD 21202  
1-888-743-0023  
www.oag.state.md.us

**North Carolina Office of  
the Attorney General**  
Consumer Protection Division  
9001 Mail Service Center  
Raleigh, NC 27699-9001  
1-877-566-7226  
www.ncdoj.com