



George Hills  
COMPANY  
Claims and JPA Management Services

Return Mail Processing Center  
PO Box 6336  
Portland, OR 97228-6336

<<mail id>>  
<<Name1>>  
<<Name2>>  
<<Address1>>  
<<Address2>>  
<<City>><<State>><<Zip>>  
<<Foreign Country>>

<<Date>>

**RE: NOTICE OF DATA BREACH**

Dear <Name>:

George Hills Company, Inc., (GHC) is a third party administrator that provides claims administration and litigation management services for California’s public sector and private insurance carriers for general liability and property claims. Because of the importance of protecting information provided by individuals, GHC is writing to inform you of an incident involving information associated with a claim you have with <name of public entity>.

**WHAT HAPPENED?**

Systema Software is a third party service provider to GHC that provides and hosts a website application for claims management. Systema Software notified GHC on September 9, 2015, that a security researcher contacted Systema Software because he had identified a configuration in the website application that allowed him to gain access to a temporary data backup of claims databases. Systema Software was able to immediately correct the permissions for the application and eliminate the issue.

**WHAT ARE WE DOING?**

GHC conducted an investigation of the incident and learned that Systema Software had corrected the access issue and Systema Software also hired a computer security firm to ensure that the configuration issue was corrected and to determine the extent of the access. GHC also learned that the security researcher was the only unauthorized user to access the databases. The security researcher, who lives in Texas, also contacted the Texas Attorney General and self-reported the issue. The Texas Attorney General investigated the report and obtained an affidavit from the security researcher who stated under oath that: (1) he downloaded information from Systema Software’s website application to an external hard drive; (2) he delivered the external hard drive to the Texas Attorney General; (3) the hard drive he turned over contains the only copy of the information he downloaded; and (4) he has not and will not engage in any unauthorized use of the information.

**WHAT INFORMATION WAS INVOLVED?**

The information regarding your claim that was in the database includes your name, driver’s license number, and medical information related to your claim.

**WHAT YOU CAN DO.**

Based on the investigation and the researcher’s sworn statement, we do not believe that any information from the databases was used for any unauthorized purpose. However, we wanted to let you know about our investigation of this incident and included information on what you can do to protect yourself.

**FOR MORE INFORMATION.**

We regret any inconvenience this may cause you. For more information, please contact us at 877-841-8161, Monday through Friday, 6:00 am – 6:00 pm PST.

Sincerely,

John E. Chaquica, CEO

## **MORE INFORMATION ON WAYS TO PROTECT YOURSELF**

We recommend that you remain vigilant for incidents of fraud or identity theft by reviewing your account statements and free credit reports for any unauthorized activity. You may obtain a copy of your credit report, free of charge, once every 12 months from each of the three nationwide credit reporting companies. To order your annual free credit report please visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call toll free at 1-877-322-8228. Contact information for the three nationwide credit reporting companies is as follows:

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

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600 Pennsylvania Avenue, NW, Washington, DC 20580,  
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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.



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**WHAT INFORMATION WAS INVOLVED?**

The information regarding your claim that was in the database includes your child’s name and medical information related to your claim.

**WHAT YOU CAN DO.**

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**WHAT INFORMATION WAS INVOLVED?**

The information regarding your claim that was in the database includes your name and medical information related to your claim.

**WHAT YOU CAN DO.**

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Dear The Estate of <Name>:

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**WHAT INFORMATION WAS INVOLVED?**

The information regarding the deceased’s claim that was in the database includes the deceased’s name and driver’s license number.

**WHAT YOU CAN DO.**

Based on the investigation and the researcher’s sworn statement, we do not believe that any information from the databases was used for any unauthorized purpose. However, we wanted to let you know about our investigation of this incident and included information on what you can do to protect yourself.

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**WHAT INFORMATION WAS INVOLVED?**

The information regarding your claim that was in the database includes your name and driver’s license number.

**WHAT YOU CAN DO.**

Based on the investigation and the researcher’s sworn statement, we do not believe that any information from the databases was used for any unauthorized purpose. However, we wanted to let you know about our investigation of this incident and included information on what you can do to protect yourself.

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WHAT INFORMATION WAS INVOLVED?

The information regarding your claim that was in the database includes your name, social security number, driver's license number, and medical information related to your claim.

WHAT YOU CAN DO.

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GHC conducted an investigation of the incident and learned that Systema Software had corrected the access issue and Systema Software also hired a computer security firm to ensure that the configuration issue was corrected and to determine the extent of the access. GHC also learned that the security researcher was the only unauthorized user to access the databases. The security researcher, who lives in Texas, also contacted the Texas Attorney General and self-reported the issue. The Texas Attorney General investigated the report and obtained an affidavit from the security researcher who stated under oath that: (1) he downloaded information from Systema Software’s website application to an external hard drive; (2) he delivered the external hard drive to the Texas Attorney General; (3) the hard drive he turned over contains the only copy of the information he downloaded; and (4) he has not and will not engage in any unauthorized use of the information.

**WHAT INFORMATION WAS INVOLVED?**

The information regarding your claim that was in the database includes your name, social security number, and medical information related to your claim.

**WHAT YOU CAN DO.**

Based on the investigation and the researcher’s sworn statement, we do not believe that any information from the databases was used for any unauthorized purpose. However, we wanted to let you know about our investigation of this incident and included information on what you can do to protect yourself.

**FOR MORE INFORMATION.**

We regret any inconvenience this may cause you. For more information, please contact us at 877-841-8161, Monday through Friday, 6:00 am – 6:00 pm PST.

Sincerely,

John E. Chaquica, CEO

## **MORE INFORMATION ON WAYS TO PROTECT YOURSELF**

We recommend that you remain vigilant for incidents of fraud or identity theft by reviewing your account statements and free credit reports for any unauthorized activity. You may obtain a copy of your credit report, free of charge, once every 12 months from each of the three nationwide credit reporting companies. To order your annual free credit report please visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call toll free at 1-877-322-8228. Contact information for the three nationwide credit reporting companies is as follows:

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

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600 Pennsylvania Avenue, NW, Washington, DC 20580,  
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Claims and JPA Management Services

Return Mail Processing Center  
PO Box 6336  
Portland, OR 97228-6336

<<mail id>>  
The Estate of <<Name1>>  
<<Name2>>  
<<Address1>>  
<<Address2>>  
<<City>><<State>><<Zip>>  
<<Foreign Country>>

<<Date>>

**RE: NOTICE OF DATA BREACH**

Dear The Estate of <Name>:

George Hills Company, Inc., (GHC) is a third party administrator that provides claims administration and litigation management services for California’s public sector and private insurance carriers for general liability and property claims. Because of the importance of protecting information provided by individuals, GHC is writing to inform you of an incident involving information associated with a claim the deceased had with <name of public entity>.

**WHAT HAPPENED?**

Systema Software is a third party service provider to GHC that provides and hosts a website application for claims management. Systema Software notified GHC on September 9, 2015, that a security researcher contacted Systema Software because he had identified a configuration in the website application that allowed him to gain access to a temporary data backup of claims databases. Systema Software was able to immediately correct the permissions for the application and eliminate the issue.

**WHAT ARE WE DOING?**

GHC conducted an investigation of the incident and learned that Systema Software had corrected the access issue and Systema Software also hired a computer security firm to ensure that the configuration issue was corrected and to determine the extent of the access. GHC also learned that the security researcher was the only unauthorized user to access the databases. The security researcher, who lives in Texas, also contacted the Texas Attorney General and self-reported the issue. The Texas Attorney General investigated the report and obtained an affidavit from the security researcher who stated under oath that: (1) he downloaded information from Systema Software’s website application to an external hard drive; (2) he delivered the external hard drive to the Texas Attorney General; (3) the hard drive he turned over contains the only copy of the information he downloaded; and (4) he has not and will not engage in any unauthorized use of the information.

**WHAT INFORMATION WAS INVOLVED?**

The information regarding the deceased’s claim that was in the database includes the deceased’s name and social security number.

**WHAT YOU CAN DO.**

Based on the investigation and the researcher’s sworn statement, we do not believe that any information from the databases was used for any unauthorized purpose. However, we wanted to let you know about our investigation of this incident and included information on what you can do to protect yourself.

**FOR MORE INFORMATION.**

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Sincerely,

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Claims and JPA Management Services

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<<mail id>>  
<<Name1>>  
<<Name2>>  
<<Address1>>  
<<Address2>>  
<<City>><<State>><<Zip>>  
<<Foreign Country>>

<<Date>>

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Dear <Name>:

George Hills Company, Inc., (GHC) is a third party administrator that provides claims administration and litigation management services for California’s public sector and private insurance carriers for general liability and property claims. Because of the importance of protecting information provided by individuals, GHC is writing to inform you of an incident involving information associated with a claim you have with <name of public entity>.

**WHAT HAPPENED?**

Systema Software is a third party service provider to GHC that provides and hosts a website application for claims management. Systema Software notified GHC on September 9, 2015, that a security researcher contacted Systema Software because he had identified a configuration in the website application that allowed him to gain access to a temporary data backup of claims databases. Systema Software was able to immediately correct the permissions for the application and eliminate the issue.

**WHAT ARE WE DOING?**

GHC conducted an investigation of the incident and learned that Systema Software had corrected the access issue and Systema Software also hired a computer security firm to ensure that the configuration issue was corrected and to determine the extent of the access. GHC also learned that the security researcher was the only unauthorized user to access the databases. The security researcher, who lives in Texas, also contacted the Texas Attorney General and self-reported the issue. The Texas Attorney General investigated the report and obtained an affidavit from the security researcher who stated under oath that: (1) he downloaded information from Systema Software’s website application to an external hard drive; (2) he delivered the external hard drive to the Texas Attorney General; (3) the hard drive he turned over contains the only copy of the information he downloaded; and (4) he has not and will not engage in any unauthorized use of the information.

**WHAT INFORMATION WAS INVOLVED?**

The information regarding your claim that was in the database includes your name, social security number, and driver’s license number.

**WHAT YOU CAN DO.**

Based on the investigation and the researcher’s sworn statement, we do not believe that any information from the databases was used for any unauthorized purpose. However, we wanted to let you know about our investigation of this incident and included information on what you can do to protect yourself.

**FOR MORE INFORMATION.**

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Claims and JPA Management Services

Return Mail Processing Center  
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Portland, OR 97228-6336

<<mail id>>  
To the Parent or Guardian of <<Name1>>  
<<Name2>>  
<<Address1>>  
<<Address2>>  
<<City>><<State>><<Zip>>  
<<Foreign Country>>

<<Date>>

**RE: NOTICE OF DATA BREACH**

Dear Parent or Guardian of <Name>:

George Hills Company, Inc., (GHC) is a third party administrator that provides claims administration and litigation management services for California’s public sector and private insurance carriers for general liability and property claims. Because of the importance of protecting information provided by individuals, GHC is writing to inform you of an incident involving information associated with a claim you have with <name of public entity>.

**WHAT HAPPENED?**

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**WHAT ARE WE DOING?**

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**WHAT INFORMATION WAS INVOLVED?**

The information regarding your claim that was in the database includes your child’s name, social security number, and driver’s license.

**WHAT YOU CAN DO.**

Based on the investigation and the researcher’s sworn statement, we do not believe that any information from the databases was used for any unauthorized purpose. However, we wanted to let you know about our investigation of this incident and included information on what you can do to protect yourself.

**FOR MORE INFORMATION.**

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<<mail id>>  
To the Parent or Guardian of <<Name1>>  
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**WHAT INFORMATION WAS INVOLVED?**

The information regarding your claim that was in the database includes your child’s name and social security number.

**WHAT YOU CAN DO.**

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George Hills  
COMPANY  
Claims and JPA Management Services

Return Mail Processing Center  
PO Box 6336  
Portland, OR 97228-6336

<<mail id>>  
<<Name1>>  
<<Name2>>  
<<Address1>>  
<<Address2>>  
<<City>><<State>><<Zip>>  
<<Foreign Country>>

<<Date>>

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**WHAT INFORMATION WAS INVOLVED?**

The information regarding your claim that was in the database includes your name and social security number.

**WHAT YOU CAN DO.**

Based on the investigation and the researcher’s sworn statement, we do not believe that any information from the databases was used for any unauthorized purpose. However, we wanted to let you know about our investigation of this incident and included information on what you can do to protect yourself.

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