



Return Mail Processing Center
P.O. Box 6336
Portland, OR 97228-6336

<<mail id>>
<<Name 1>>
<<Address 1>>
<<Address 2>>
<<City>><<State>><<Zip>>

<<Date>>

Further Information Regarding Data Incident

Dear <<Name 1>>,

In follow-up to the October 18, 2016 letter you received from Marin Medical Practice Concepts, Inc. (MMPC) on our behalf, we are writing to provide you with further information about the security incident involving our electronic medical record system provider.

What Happened?

On or about August 22, 2016, we received confirmed notice from our electronic medical record provider that their electronic system was subject to a malware attack on July 26, 2016. They became aware of the incident on July 27, 2016, and we are informed that they promptly took action to secure their systems.

We immediately requested further information to understand what happened and to determine which, if any, of our patients were affected. On September 14, 2016, we were provided further detail of the events, and learned that the company, MMPC, experienced a ransomware infection.

Ransomware is a type of malware which restricts access to the computer system that it infects, and demands that a ransom be paid to the creator of the malware to remove the restriction. The third party forensic IT firm hired to investigate this incident found *no* evidence that patient information was viewed, transferred or accessed. However, during the restoration process of their system, MMPC has informed us that one of their backup systems failed causing the loss of consultation notes between July 11, 2016 and July 26, 2016. Given these events, we wanted to notify you of this matter.

What Information Was Involved?

The electronic record system contains your full name, address, telephone number, date of birth, gender, race, social security number (if provided to us), medical history, prescriptions, diagnoses, insurance and health visit information, emergency contact information, and charges. The system does *not* contain personal financial or payment information (i.e. no credit card nor bank information).

Additionally, if you visited us between July 11, 2016 and July 26, 2016, some of those visits' consultation notes were lost in the recovery process. This information included what was gathered during the visit: vital signs, clinical history, documentation of your physical examination, and any records of the communication between us.

Further, if you had a refraction exam between July 11, 2016 and July 26, 2016, the results may have also been lost. However, you were given a copy of the prescription for your eye glasses. Please call the office for verification that you have a copy of your glasses prescription. If you do not still have a copy and the results were erroneously destroyed, we will provide you a complimentary refraction re-examination through December 31, 2016.

What We Are Doing:

Upon confirmation of this incident, we are notifying you of the breach. Further, we have reviewed our policies and procedures, discussed with matter extensively with our electronic medical record provider, and followed up on the steps taken by MMPC receiving confirmation that they have notified law enforcement and secured their network.

What You Can Do:

Though there is no evidence that patient information was viewed, transferred nor accessed, given the breadth of information on the system, we understand you may want to call the three major credit agencies and place a 90 day fraud alert on your accounts. If so, their contact information is:

<p>Equifax P.O. Box 740241 Atlanta, GA 30374 1-888-766-0008</p> <p>https://www.alerts.equifax.com/AutoFraud_Online/jsp/fraudAlert.jsp</p>	<p>Experian P.O. Box 9532 Allen, TX 75013 1-888-397-3742</p> <p>https://www.experian.com/fraud/center.html</p>	<p>TransUnion P.O. Box 1000 Chester, PA 19022 1-800-680-7289</p> <p>https://fraud.transunion.com/fa/fraudAlert/landingPage.jsp</p>
--	---	---

Free credit reports are also available every year from each of these three agencies at: www.annualcreditreport.com

For More Information:

The protection and privacy of your information is a top priority in our practice. After decades of close relationships with our patients, we have no words to express how devastating it is to have had this happen. If you have any questions or concerns, please contact us at toll free number **844-319-9615**; or by mail at 4000 Civic Center Drive, Suite 200A, San Rafael, CA 94903. If you would like to have a follow-up evaluation, please call our office to set up an appointment at 415-444-0300.

Sincerely,



Kathryn Najafi-Tagol, M.D.
Douglas Gerstein, M.D.
Christina Yim, OD
Crizelda Lauron, OD

Specific State Notification Requirements

For residents of Hawaii, Michigan, Missouri, Virginia, Vermont, and North Carolina: It is recommended by state law 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.

For residents of Illinois, Iowa, Maryland, 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. You may obtain a free copy of your credit report by contacting any one or more of the following national consumer reporting agencies:

Equifax

P.O. Box 105139
Atlanta, GA 30374
1-800-685-1111
www.equifax.com

Experian

P.O. Box 2002
Allen, TX 75013
1-888-397-3742
www.experian.com

TransUnion

P.O. Box 6790
Fullerton, CA 92834
1-800-916-8800
www.transunion.com

You may also 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.

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 Maryland, Illinois, North Carolina, and Rhode Island:

You can obtain information from the Maryland and North Carolina Offices of the Attorneys General and the Federal Trade Commission about fraud alerts, security freezes, and steps you can take toward preventing identity theft.

Maryland Attorney General

Consumer Protection Div.
200 St. Paul Place
Baltimore, MD 21202
1-888-743-0023
www.oag.state.md.us

North Carolina Attorney

General
Consumer Protection Div.
9001 Mail Service Center
Raleigh, NC 27699-9001
1-877-566-7226
www.ncdoj.com

Rhode Island Attorney

General
Consumer Protection Div.
150 South Main Street
Providence, RI 02903
(401) 274-4400
www.riag.ri.gov

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

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 all states:

Fraud Alerts: You can place fraud alerts with the three credit bureaus at one of the three major credit bureaus by phone and also via Experian's or Equifax's website. A fraud alert tells creditors to follow certain procedures, including contacting you, before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit. The contact information for all three credit bureaus is below:

Monitoring: You should always remain vigilant and monitor your accounts for suspicious or unusual activity.

Security Freeze: You also have the right to place a security freeze on your credit report. 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 need to send a request to each consumer reporting agency by certified mail, overnight mail, or regular stamped mail. 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, but is 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. You may obtain a security freeze by contacting any one or more of the following national consumer reporting agencies:

Equifax Security Freeze

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

Experian Security Freeze

P.O. Box 9554
Allen, TX 75013
<http://www.experian.com/freeze>

TransUnion (FVAD)

P.O. Box 2000
Chester, PA 19022
www.transunion.com

More information can also be obtained by contacting the Federal Trade Commission listed above.