

[Add Letterhead]

June 21, 2013

Via First Class Mail  
[Insert Patient Name]  
[Insert Patient Address]

Dear [Insert Patient First Name]:

I am writing on behalf of Foundations Recovery Network to inform you of a recent privacy incident concerning your personal information. On Saturday, June 15<sup>th</sup>, one of our employees informed us that she had been the victim of a burglary during the early morning hours on June 15<sup>th</sup> at approximately 2:45 a.m. and that her company laptop had been stolen. The laptop contained certain aspects of patient information which she needed as part of her role with our company. The employee reported the theft immediately to law enforcement authorities. We understand that the theft was one of several that took place in her neighborhood that night, so we do not believe the thief specifically targeted her or the laptop.

At this time, we do not know whether the information on the laptop has been accessed. It is important to note that the information is password protected. However, because the safety and security of your information is our utmost priority, we wanted to contact you out of an abundance of caution and make you aware of the situation. The potentially disclosed information may include your personal information (such as name, date of birth, address, telephone number and social security number) and medical information (such as diagnosis – the majority of which were listed in numeric medical code only, level of care, date of service, and health insurance information). We sincerely regret that this incident occurred.

Even though we have no reason to believe that your information has been accessed by anyone outside our organization at this time, and we do not believe any of your financial information is included on the stolen laptop, we want to make sure you are aware of the incident and have resources available to protect your personal information. Therefore, we have contracted with Experian to provide to you a free one year membership in Experian's<sup>®</sup> ProtectMyID<sup>®</sup> Alert. This product helps detect possible misuse of your personal information and provides you with identity protection services focused on immediate identification and resolution of identity theft. You may sign up for this service by following the instructions on the last page of this letter in Attachment B. You will be able to access this offer at no cost to you until October 31, 2013. See the attachments to this letter for more information regarding enrollment in Experian's<sup>®</sup> ProtectMyID<sup>®</sup> Alert and other measures you may want to take.

Again, maintaining the integrity of confidential information is extremely important to us. We sincerely apologize for any inconvenience this incident has caused for you. Please be assured that we will keep you informed of any developments in the investigation that may be of importance to you. If you have any questions, please do not hesitate to contact us at **888-312-3310**.

Sincerely,

Carol Arrowood, Chief Human Resources Officer  
Foundations Recovery Network

Enclosures: Attachment A  
Attachment B

## Attachment A: ProtectMyID and Protective Measures You Can Take

For your protection, we have contracted with Experian to provide a complimentary one-year membership in **ProtectMyID™**, a national subscription credit monitoring service that provides you with access to your credit report and daily monitoring of your credit file from the three national credit reporting agencies. Once your ProtectMyID membership is activated, your credit report will be monitored daily for 50 leading indicators of identity theft. You'll receive timely Credit Alerts from ProtectMyID on any key changes in your credit report which could include new inquires, new credit accounts, medical collections and changes to public records. For complete instructions on how to activate ProtectMyID, please see Attachment B.

Additionally, we want to advise you of several other resources that are available to help you protect your personal information and suggest you monitor your accounts for suspicious activity.

### *1. Free Credit Report*

You are entitled to receive your credit report from each of the three national credit reporting agencies once per year, free of charge, whether or not you suspect any unauthorized activity on your account. You may obtain your free annual credit report from each of the national credit reporting agencies by visiting [www.annualcreditreport.com](http://www.annualcreditreport.com), by calling 877-322-8228 or by mailing your request to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281.

When you receive your credit report(s), please review them carefully. Look for any accounts you did not open, requests for your credit report from anyone that you did not apply for credit with, or inaccuracies regarding your personal identifying information, such as your home address or social security number. If you see anything you do not understand or that is incorrect, contact the appropriate credit reporting agency using the contact information on the credit report or listed below and ask them to have information relating to fraudulent transactions deleted:

Experian  
P.O. Box 9554  
Allen, TX 75013  
[www.experian.com](http://www.experian.com)  
888-397-3742

Equifax  
P.O. Box 740256  
Atlanta, GA 30374  
[www.equifax.com](http://www.equifax.com)  
800-525-6285

TransUnion  
P.O. Box 6790  
Fullerton, CA 92834  
[www.transunion.com](http://www.transunion.com)  
800-680-7289

Additionally, you can obtain information from the Federal Trade Commission about taking steps to avoid identity theft at: [www.ftc.gov/bcp/edu/microsites/idtheft](http://www.ftc.gov/bcp/edu/microsites/idtheft).

### *2. Flagging Your Credit Report*

To further protect you from the possibility of identity theft, each of the national credit reporting agencies provides the ability to place a fraud alert or security freeze on your credit files. A fraud alert notifies any creditors that access your credit report that you may be the victim of fraud and encourages them to take additional steps to protect you from fraud. Placing a fraud alert is as simple as calling the numbers above for each or any of the credit reporting agencies and requesting that a fraud alert be placed on your credit file.

Whether or not you find any signs of fraud on your credit reports, we recommend that you closely monitor your banking and credit account statements for suspicious activity on your existing accounts. You should also remain vigilant over the next two years by attentively monitoring your credit reports and account statements for indications of fraud and/or theft, including identity theft.

### 3. Security Freeze

You are also permitted to place a “security freeze” on your credit file. A security freeze is different from a fraud alert. When you place a security freeze on your credit file, third parties, such as lenders or other companies (unless exempt under law), will not be able to access your credit report without your express consent. A security freeze may delay, interfere with or prohibit the timely approval of any subsequent request or application you make that involves access to your credit report. This may include, but is not limited to, new loans, credit, mortgages, insurance, rental housing, employment, investments, licenses, mobile phone service, utility service, digital signature service, internet credit card transactions and extension of credit at a retail point of sale. Additionally, while your report is frozen, companies that provide consumer data to credit reporting agencies will not be allowed to update name, address, social security number and date of birth information on your credit report. If you wish to apply for a new credit account or other credit relationship, and the prospective lender or company needs to access your credit report, you will need to either remove or temporarily lift the security freeze unless the situation is one of those exempt from security freezes as defined by law. To submit a security freeze, you must submit a written request to each of the credit reporting agencies, including your full name (with middle initial and generation, such as Jr., III, etc.), address, social security number, date of birth (month, day, year) any required fee and proof of your current residence, such as a state issued identification card or driver’s license, to the addresses below:

Experian Security Freeze  
P.O. Box 9554  
Allen, TX 75013  
888-397-3742  
[www.experian.com/freeze](http://www.experian.com/freeze)

Equifax Security Freeze  
P.O. Box 105788  
Atlanta, Georgia 30348  
800-685-1111  
[www.freeze.equifax.com](http://www.freeze.equifax.com)

TransUnion LLC  
P.O. Box 6790  
Fullerton, CA 92834  
888-909-8872  
[www.freeze.transunion.com](http://www.freeze.transunion.com)

If, at any time, you find suspicious activity on your credit reports, please take these steps. First, call your local police department, sheriff’s office or local attorney general’s office and file a report. Be sure to obtain a copy of this report, as many creditors will require the information it contains to absolve you of any fraudulent debts and it also is helpful to the credit reporting agencies. Second, file a complaint with the FTC at [www.ftccomplaintassist.gov](http://www.ftccomplaintassist.gov) or call 1-877-ID-THEFT (877-438-4338). Last, notify all of the national credit reporting agencies of the suspicious activity.

**Attachment B: Experian's ProtectMyID™ Enrollment Information and Instructions**

**Activate ProtectMyID Now in Three Easy Steps**

1. ENSURE That You Enroll By: **October 31, 2013**
2. VISIT the ProtectMyID Web Site: [www.protectmyid.com/redeem](http://www.protectmyid.com/redeem) or call **877-371-7902** to enroll
3. PROVIDE Your Activation Code: [code]

Once your ProtectMyID membership is activated, your credit report will be monitored daily for 50 leading indicators of identity theft. You'll receive timely Credit Alerts from ProtectMyID on any key changes in your credit report which could include new inquiries, new credit accounts, medical collections and changes to public records.

ProtectMyID provides you with powerful identity protection that will help detect, protect and resolve potential identity theft. In the case that identity theft is detected, ProtectMyID will assign a dedicated U.S.-based Identity Theft Resolution Agent who will walk you through the process of fraud resolution from start to finish for seamless service.

We realize that identity theft can happen months and even years after a data breach. To offer added protection, you will receive ExtendCARE™, which provides you with the same high-level of Fraud Resolution support even after your ProtectMyID membership has expired.

**Your complimentary 12-month ProtectMyID membership includes:**

- **Credit Report:** A free copy of your Experian credit report
- **Daily 3 Bureau Credit Monitoring:** Alerts you of suspicious activity including new inquiries, newly opened accounts, delinquencies, or medical collections found on your Experian, Equifax® and TransUnion® credit reports.
- **Identity Theft Resolution:** If you have been a victim of identity theft, you will be assigned a dedicated, U.S.-based Experian Identity Theft Resolution Agent who will walk you through the fraud resolution process, from start to finish.
- **ExtendCARE:** Full access to the same personalized assistance from a highly-trained Fraud Resolution Agent even after your initial ProtectMyID membership expires.
- **\$1 Million Identity Theft Insurance\*:** As a ProtectMyID member, you are immediately covered by a \$1 Million insurance policy that can help you cover certain costs including, lost wages, private investigator fees, and unauthorized electronic fund transfers.

**Activate your membership today at [www.protectmyid.com/redeem](http://www.protectmyid.com/redeem) or call 877-371-7902 to register with the activation code above.**

Once your enrollment in ProtectMyID is complete, you should carefully review your credit report for inaccurate or suspicious items. If you have any questions about ProtectMyID, need help understanding something on your credit report or suspect that an item on your credit report may be fraudulent, please contact Experian's customer care team at 877-371-7902.

**\* Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of Chartis, Inc. The description herein is a summary and intended for informational purposes only and does not include all terms, conditions and exclusions of the policies described. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.**