



Hoag Clinic
2995 Red Hill Avenue, Suite 100
Costa Mesa, CA 92626

July 31, 2020

[adult name]
[insert address]
[Insert city, State, Zip]

NOTICE OF DATA BREACH

Dear [insert adult's name],

At Hoag Clinic, we take patient privacy very seriously. We regret to inform you of a recent privacy breach. Please continue reading below for more information on what occurred and the measures we are taking to ensure that patient information is protected.

WHAT HAPPENED

On June 5, 2020, we discovered that on that same day, a Hoag Clinic-issued laptop was stolen from a staff member's vehicle at a worksite parking lot in Newport Beach. The laptop contained certain protected health information ("PHI") relating to you. While we do not have any evidence that your information was accessed and/or misused, we are reporting this matter to you with details about the incident and the steps we are taking to protect your information.

WHAT INFORMATION WAS INVOLVED

The information on the laptop was limited to the following: first and last names, middle initial, address, phone number, date of birth, age, medical record number, e-mail address, physician name, whether he or she is being followed by case management, whether he or she received COVID-19 testing, whether he or she was transferred to case management, whether he or she has a scheduled telehealth visit, whether he or she is interested in home-health, and notes regarding communication status. **Please know that neither your Social Security number or financial information was on the laptop.**



WHAT WE ARE DOING

As soon as we discovered the theft, we filed a police report with local law enforcement and began investigating the issue. Our CyberSecurity team assessed the situation, determined what was on the laptop, and the scope of any potential breach. Our investigation concluded that PHI for 738 individuals was contained on the laptop. While there is no evidence that any PHI was actually accessed or misused, we are notifying you so that you can take steps to protect your identity.

Hoag Clinic is taking various corrective steps to not only prevent future breaches from occurring, but also to improve the response to breaches of this nature. Some of these steps include:

- Enhancing policies related to transporting laptops between worksites.
- Re-educating its workforce about proper security safeguards.
- Conducting a thorough security assessment to ensure all appropriate cybersecurity safeguards are in place.

WHAT YOU CAN DO

While we cannot know whether this theft will result in any adverse effect to you, to help protect your identity, we are offering a complimentary one-year membership of Experian's® IdentityWorksSM. This product provides you with superior identity detection and resolution of identity theft. To activate your membership and start monitoring your personal information please follow the steps below:

- Ensure that you **enroll by: [enrollment end date]** (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: [URL]
- Provide your **activation code: [code]**

If you have questions about the product, need assistance with identity restoration or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at [customer service number] by **[enrollment end date]**. Be prepared to provide engagement number **[engagement #]** as proof of eligibility for the identity restoration services by Experian.

ADDITIONAL DETAILS REGARDING THE EXPERIAN IDENTITYWORKS MEMBERSHIP

A credit card is **not** required for enrollment in Experian IdentityWorks.

You can contact Experian **immediately** regarding any fraud issues, and have access to the following features once you enroll in Experian IdentityWorks:



- **Experian credit report at signup:** See what information is associated with your credit file. Daily credit reports are available for online members only.*
- **Credit Monitoring:** Actively monitors Experian, Equifax and Transunion files for indicators of fraud.
- **Internet Surveillance:** Technology searches the web, chat rooms & bulletin boards 24/7 to identify trading or selling of your personal information on the Dark Web.
- **Identity Restoration:** Identity Restoration specialists are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARE™:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **Up to \$1 Million Identity Theft Insurance**:** Provides coverage for certain costs and unauthorized electronic fund transfers.

If you believe there was fraudulent use of your information and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent at [customer service number]. If, after discussing your situation with an agent, it is determined that Identity Restoration support is needed, then an Experian Identity Restoration agent is available to work with you to investigate and resolve each incident of fraud that occurred (including, as appropriate, helping you with contacting credit grantors to dispute charges and close accounts; assisting you in placing a freeze on your credit file with the three major credit bureaus; and assisting you with contacting government agencies to help restore your identity to its proper condition).

Please note that this Identity Restoration support is available to you for one year from the date of this letter and does not require any action on your part at this time. The Terms and Conditions for this offer are located at www.ExperianIDWorks.com/restoration. You will also find self-help tips and information about identity protection at this site.

FOR MORE INFORMATION

We know learning about this breach can be difficult and we sincerely apologize for this incident and any worry it brings to you. We understand that you may have questions and concerns. To speak to someone about this breach, please call this toll-free number [customer service number] Monday – Friday from 6:00 A.M. to 8:00 P.M., and Saturday – Sunday from 8:00 A.M. to 5:00 P.M. Pacific Standard Time.

* Offline members will be eligible to call for additional reports quarterly after enrolling

** The Identity Theft Insurance is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.