



October 14, 2016

[REDACTED]

Dear Parent or Guardian of [REDACTED]:

Integrity Transitional Hospital ("Integrity") is deeply committed to protecting the security and confidentiality of the information in its care. As a parent or guardian of a potentially affected child, we are writing to inform you of an incident involving some of your child's information.

Integrity receives laboratory specimens from companies that work with various healthcare providers, and then submits these specimens to laboratories for testing. In the course of providing this service and for billing purposes, Integrity maintains certain patient information on specimens submitted by the healthcare providers. On August 15, 2016, Integrity learned that suspicious activity on its network may have affected the systems related to its laboratory services. Integrity immediately began an investigation, with the assistance of an expert forensics company, to determine the scope of the incident. Our investigation has determined that an unauthorized individual potentially could have accessed your child's lab results, lab testing information, health insurance information, and scanned driver's license, if your child provided one. The affected information did not include your child's Social Security number or other financial or account information.

We are notifying you about this incident so you may take appropriate steps to protect your child's information. We are offering a complimentary one-year membership to Family Secure® from Experian® for your minor child. This product helps detect possible misuse of your child's personal information and provides your child with superior identity protection support focused on immediate identification and resolution of identity theft. Family Secure is completely free and enrolling in this program will not hurt your child's credit score. Unfortunately, due to privacy laws, we are not able to enroll your child directly. **For more information on Family Secure, including instructions on how to activate your child's complimentary one-year membership, please see the next page of this letter.**

We deeply regret any inconvenience this may cause you. To help prevent a similar incident from reoccurring, we are enhancing existing security on our systems related to the laboratory information we maintain. If you have any questions, please call 1-866-313-2169, Monday through Friday, between 9:00 a.m. and 7:00 p.m. Eastern Time (closed on U.S. observed holidays).

Sincerely,

A handwritten signature in cursive script, appearing to read 'Clark Houser'.

Clark Houser
Chief Operating Officer

To receive the complimentary Family Secure product, you as the parent must enroll at the web site with your activation code listed below. This activation code can only be used by the parent or guardian of the minor. Please keep in mind that once activated, the code cannot be re-used for another enrollment.

Activate Family Secure Now in Three Easy Steps

1. ENSURE That You Enroll By: **01.19.2017** (Your code will not work after this date.)
2. Visit the **Family Secure Web Site to enroll:** <http://www.familysecure.com/enroll>
3. PROVIDE Your Activation Code: [REDACTED]

If you have questions or need an alternative to enrolling online, please call 877-288-8057 and provide engagement #: [REDACTED]

Your complimentary one-year Family Secure membership includes:

Parent or Legal Guardian:

- Daily monitoring of your Experian credit report with email notification of key changes, as well as monthly “no-hit” reports
- 24/7 credit report access: Unlimited, on-demand Experian reports and scores
- Experian credit score illustrator to show monthly score trending and analysis.

Children:

- Monthly monitoring to determine whether enrolled minors in your household have an Experian credit report
- Alerts of key changes to your children’s Experian credit report

All Members:

- Identity Theft Resolution assistance: Toll-free access to US-based customer care and a dedicated Identity Theft Resolution agent who will walk you through the process of fraud resolution from start to finish for seamless service. They will investigate each incident; help contacting credit grantors to dispute charges and close accounts including credit, debit and medical insurance cards; assist with freezing credit files; contact government agencies
- \$2,000,000 Product Guarantee*

Once your enrollment in Family Secure is complete, you should carefully review your credit report for inaccurate or suspicious items. If you have any questions about Family Secure, 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 877-288-8057.

Even if you choose not to take advantage of the identity theft protection services we are offering, we recommend that you remain vigilant to the possibility of fraud and identity theft by reviewing your credit card, bank, and other financial statements for any unauthorized activity. You may also obtain a copy of your credit report, free of charge, directly from each of the three nationwide credit reporting agencies once every 12 months. To order your credit report, please visit

* The Family Secure Product Guarantee is not available for Individuals who are residents of the state of New York.

www.annualcreditreport.com or call toll free at 877-322-8228. Contact information for the three nationwide credit reporting agencies is as follows:

Equifax

P.O. Box 740241
Atlanta, GA 30374
www.equifax.com
(800) 685-1111

Experian

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

TransUnion

P.O. Box 2000
Chester, PA 19016
www.transunion.com
(800) 916-8800

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

Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, DC 20580
www.ftc.gov/idtheft
(877) 438-4338

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.

