



C/O ID Experts
 PO Box 6336
 Portland, OR 97228-6336



<<MAIL_ID>>

<<NAME1>>
 <<ADDRESS1>>
 <<ADDRESS2>>
 <<CITY>>, <<STATE>> <<ZIP>>
 <<COUNTRY>>

<<Date>>

Division of Gastroenterology
 357 Medical Sciences Bldg
 513 Parnassus Avenue
 San Francisco, CA 94143-0538

Dear <<FULL NAME>>,

We are writing to inform you of an incident involving some of your health information. On September 25, 2013, UCSF learned that an unencrypted personal laptop was stolen from the locked vehicle of a physician in the Division of Gastroenterology at the UCSF School of Medicine. Given the physician's various UCSF responsibilities, it was determined that the physician had the information appropriately. UCSF immediately began a technical analysis to identify what information was on the laptop. On November 13, 2013, UCSF determined that the laptop contained information that included your name, social security number, and some health information. The files may have also contained other identifiable information, such as your date of birth or medical record number.

We sincerely apologize that this has happened, as using an unencrypted laptop for business purposes is against UCSF's policy and practice. UCSF is providing you with one free year of FraudStop™ Credit and CyberScan monitoring and recovery services. We have contracted with ID Experts® to provide this service. Your 12 month membership will include the following:

- Credit monitoring and alerts of your information
- CyberScan monitoring of criminal websites, chat rooms, and bulletin boards
- Access to exclusive educational information on the ID Experts Member website
- Insurance reimbursement component of up to \$20,000 for any expenses incurred if your personal information is used fraudulently
- ID Theft recovery and resolution should you happen to fall victim as a result of the situation

We encourage you to contact UCSF/ ID Experts, who are well-versed in this matter, with any questions and to enroll in the free services by calling 1-877-341-4603 (international callers, please dial 1-503-597-7661) or by enrolling at www.myidcare.com/medicalprotect. ID Experts is available Monday through Friday from 6 am - 6 pm Pacific Time to assist. Please note that the deadline to enroll is February 25, 2014. You will need to reference the following access code when calling or enrolling on the website, so please do not discard this letter.

Access Code: [ID Experts will insert]

While there is no evidence of any attempted access or attempted use of the information involved in this incident, should an unknown person contact you, we encourage you to **not** release any of your personal information.

Again, we apologize that this has happened. The University of California is committed to maintaining the privacy of personal information and has taken additional steps to secure that information, including strengthening our educational and operational processes for information security.

Should you have any questions about this matter, please contact the UCSF/ID Experts informational line at 1-877-341-4603 (international callers, please dial 1-503-597-7661). UCSF/ID Experts has been well versed in this matter and will be able to assist you.

Sincerely,

Averil Ma, M.D.
 Chief, Division of Gastroenterology
 UCSF School of Medicine

Norah Terrault, MD, MPH
 Director, Viral Hepatitis Center
 UCSF School of Medicine