



Return Mail Processing Center  
PO Box 9349  
Dublin, Ohio 43017

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May 3, 2019

Dear «salutation»:

<b>NOTICE OF A DATA BREACH</b>	
<b>What Happened?</b>	You may have received medical care from a healthcare provider employed by or engaged with EmCare, Inc. or one of its affiliates (EmCare). EmCare values and respects the privacy of your information, which is why we are advising you of a recent incident that may have involved some of your personal information. We recently became aware that an unauthorized third party obtained access to a number of EmCare employees' email accounts. We are investigating the incident and implementing measures to prevent future occurrences. We have no reason to believe that your information has been misused to commit fraud or identity theft; however, we are providing guidance on how you can protect yourself.
<b>What Information Was Involved?</b>	On February 19, 2019, we determined that the accounts contained some of your personal information, including your name, date of birth or age and limited clinical information related to medical services you received from a healthcare provider employed or engaged by EmCare. The medical services you received may have been provided to you in an emergency department or as an inpatient in a hospital. Please note that this incident did not involve your Social Security number, credit card information or any of your sensitive financial information.
<b>What We Are Doing</b>	Upon learning of the incident, we promptly launched a comprehensive investigation to determine the scope of the issue and who is impacted and we retained a leading forensic security firm to assist. Additionally, we are taking measures to help prevent this type of incident from occurring in the future, including but not limited to, implementing certain technology solutions such as Advanced Threat Protection and providing all staff further training and reminders about email and internet technology security.
<b>What You Can Do?</b>	As a precautionary measure, we recommend that you remain vigilant to protect against potential fraud and/or identity theft by, among other things, reviewing your account statements and monitoring credit reports closely. If you detect any suspicious activity on an account, you should promptly notify the financial institution or company with which the account is maintained. You should also promptly report any fraudulent activity or any suspected incidents of identity theft to proper law enforcement authorities, including the police and your

state's attorney general as well as the Federal Trade Commission (FTC).

**Other Important Information**

You may wish to review the tips provided by the FTC on fraud alerts, security/credit freezes and steps you can take to avoid identity theft. For more information and to contact the FTC, please visit [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft) or call 1-877-ID-THEFT (1-877-438-4338). You may also contact the FTC at Federal Trade Commission, 600 Pennsylvania Avenue, NW, Washington, DC 20580.

**Credit Reports:** You may obtain a free copy of your credit report once every 12 months from each of the three national credit reporting agencies by visiting [www.annualcreditreport.com](http://www.annualcreditreport.com), by calling toll-free 1-877-322-8228, or by completing an Annual Credit Report Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348. You can print a copy of the request form at [www.annualcreditreport.com/cra/requestformfinal.pdf](http://www.annualcreditreport.com/cra/requestformfinal.pdf).

Alternatively, you may elect to purchase a copy of your credit report by contacting one of the three national credit reporting agencies. Contact information for the three national credit reporting agencies for the purpose of requesting a copy of your credit report or for general inquiries, including obtaining information about fraud alerts and placing a security freeze on your credit files, is as follows:

Equifax 1-800-349-9960 <a href="http://www.equifax.com">www.equifax.com</a> P.O. Box 105788 Atlanta, GA 30348	Experian 1-888-397-3742 <a href="http://www.experian.com">www.experian.com</a> P.O. Box 9554 Allen, TX 75013	TransUnion 1-888-909-8872 <a href="http://www.transunion.com">www.transunion.com</a> P.O. Box 2000 Chester, PA 19022
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**Fraud Alerts:** You may want to consider placing a fraud alert on your credit report. An initial fraud alert is free and will stay on your credit file for at least ninety (90) days. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any new accounts in your name. To place a fraud alert on your credit report, contact any of the three national credit reporting agencies using the contact information listed above. Additional information is available at [www.annualcreditreport.com](http://www.annualcreditreport.com).

**Credit and Security Freezes:** You may have the right to place a credit freeze, also known as a security freeze, on your credit file, so that no new credit can be opened in your name without the use of a PIN number that is issued to you when you initiate the freeze. A credit freeze is designed to prevent potential credit grantors from accessing your credit report without your consent. If you place a credit freeze, potential creditors and other third parties will not be able to get access to your credit report unless you temporarily lift the freeze. Therefore, using a credit freeze may delay your ability to obtain credit. Unlike a fraud alert, you must separately place a credit freeze on your credit file at each credit reporting company. Since the instructions for how to establish a credit freeze differ from state to state, please contact the three major credit reporting companies as specified below to find out more information:

	<p>Equifax Security Freeze      Experian Security Freeze      TransUnion Security Freeze  P.O. Box 105788              P.O. Box 9554              Fraud Victim Assistance Dept.  Atlanta, GA 30348              Allen, TX 75013              P.O. Box 6790  Fullerton, CA 92834</p> <p>You can obtain more information about the fraud alerts and credit freezes by contacting the FTC or one of the national credit reporting agencies listed above.</p> <p>This notification was not delayed as a result of a law enforcement investigation.</p>
<b>For More Information</b>	For additional information and assistance, please call (855) 424-0467 between 9:00 a.m. and 9:00 p.m., Eastern time Monday through Friday.

We value the trust you place in us to protect the privacy and security of your information and we apologize for any inconvenience or concern that this incident might cause.

Sincerely,

*Alta Whisnant, MS, RHIA, CHC*

Alta Whisnant  
Privacy Official

