

July 27, 2023

Name
Address
Address

Re: NOTICE OF DATA BREACH

Dear XXXXXXX:

At UC Davis Health we are committed to doing all we can to maintain the privacy and security of our patients' health information. For this reason, it is important that we make you aware of a privacy incident involving your information.

What Happened

On May 24, 2023, the UC Davis Health IT Security team discovered that an employee's work email account had been accessed without permission by an unauthorized external individual. As a result of the individual accessing our employee's email account, the individual may have gained access to your information (see next paragraph).

What Information Was Involved

A UC Davis Health employee used their work email to coordinate follow-up care for patients. One of the emails in the employee's account included your name and the following information: [insert info here]. No credit card or pin number associated with you was involved.

What We Are Doing

UC Davis Health is committed to protecting your information. We perform routine privacy and security audits, provide regular staff training about how to protect patient information, and have robust policies and procedures for employees to follow. In this case, the employee's compromised email account was discovered quickly due to our comprehensive IT Security systems and the employee's credentials were promptly frozen, preventing further harm. The employee also received additional education on IT Security.

What You Can Do

We have included information about a complimentary 12-month credit monitoring service for three (3) credit bureaus. Please follow the enclosed instructions to activate the service.

Other Important Information

Please know that we are reviewing this matter closely and will take any necessary follow-up actions.

For More Information

For more information, please call [Experian TFN] toll-free Monday through Friday from 8 am – 10 pm Central, or Saturday and Sunday from 10 am – 7 pm Central (excluding major U.S. holidays). Be prepared to provide your engagement number [B#####].

Sincerely,

Melinda Mendoza
Chief Compliance and Privacy Officer
UC Davis Health

Credit Monitoring Instructions

To help protect your identity, we are offering complimentary access to Experian IdentityWorksSM for 12-months.

If you believe there was fraudulent use of your information as a result of this incident and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent. 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 from the date of the incident (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 Identity Restoration is available to you for 12 months 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.

While identity restoration assistance is immediately available to you, we also encourage you to activate the fraud detection tools available through Experian IdentityWorks as a complimentary 12-month membership. This product provides you with superior identity detection and resolution of identity theft. To 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: [Enrollment URL]
- Provide your **activation code**: [Activation Code]

If you have questions about the product, need assistance with Identity Restoration that arose as a result of this incident or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at [Experian TFN] by [Enrollment End Date]. Be prepared to provide engagement number [B#####] as proof of eligibility for the Identity Restoration services by Experian.

ADDITIONAL DETAILS REGARDING YOUR 12-MONTH 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.
- **\$1 Million Identity Theft Insurance**:** Provides coverage for certain costs and unauthorized electronic fund transfers.
- **Lost Wallet:** Provides assistance with canceling/replacing lost or stolen credit, debit, and medical cards.
- **Child Monitoring:** For 10 children up to 18 years old, Internet Surveillance and monitoring to determine whether enrolled minors in your household have an Experian credit report are available. Also included are Identity Restoration and up to \$1M Identity Theft Insurance**.