

Quality Care Pharmacy
727 W. San Marcos Blvd, Suite 1135
San Marcos, CA 92078
Tel: 760-744-5959

July 20, 2018



[REDACTED ADDRESS]

Dear [REDACTED]

This letter serves to follow-up with our previous letter of March 24, 2018. In our previous letter, we notified you of a burglary that occurred on March 11, 2018. As stated in the previous letter, this incident involved the possible unauthorized disclosure of our patients' personal information including, but not limited to, patient names, telephone numbers, Social Security numbers, and identification of their medications, in an external hard drive and paper documents stolen during the burglary. As a result, your personal information may have been potentially exposed to others. Please be assured that we have taken every step necessary to address the incident.

The burglary was immediately reported at the time of the incident and we have been working in full cooperation with law enforcement officials on this matter. Thereafter, we took further corrective actions. We have retained the services of a forensic IT specialist to evaluate and assess the security of the data stored in the hard drive. Additionally, we have retained the services of an expert to evaluate and assess the security of the physical premises. We have since migrated all of our patient data to an encrypted cloud-based system, meaning that patient data is no longer kept on-site. We have also improved our physical security to deter and prevent would-be burglars.

What we are doing to protect your information:

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: 10/31/2018** (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: **<HTTPS://WWW.EXPERIANIDWORKS.COM/3BCREDIT>**
- Provide your **activation code: KG5Q89STG**

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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 877.890.9332 by **10/31/2018**. Be prepared to provide engagement number **DB07760** 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.
- **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 877.890.9332. 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.

We sincerely apologize for this incident and regret any inconvenience it may cause you. Should you have questions or concerns regarding this matter, please do not hesitate to contact us.

Sincerely,



Raj Rakholia, Manager

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

** Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of American International Group, Inc. (AIG). The description herein is a summary and intended for informational purposes only and does not include all terms, conditions and exclusions of the policies described. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions