



Return Mail Processing Center
P.O. Box 6336
Portland, OR 97228-6336

<<Mail ID>>
<<Name1>>
<<Address1>>
<<Address2>>
<<City>><<State>><<Zip>>

<<Date>>

Dear <<Name 1>>:

We are writing to inform you of a recent event that may affect the security of certain information relating to you. While we are unaware of any actual or attempted misuse of your information, out of an abundance of caution, we are providing you with information about the incident.

What Happened? In connection with preparing research regarding labor and delivery services provided to patients in 2016, on February 8, 2017, we discovered that an employee inadvertently emailed an Orange County Global Medical Center statistical report. The error was discovered that same day, and we reached out to the recipient and instructed him to permanently delete the information.

What Information Was Involved? We have confirmed the report contained the following information relating to you: treatment and diagnosis information, medical record number, date of birth, treatment date, and name. Notably, this report did not contain your Social Security number, driver's license number, health insurance information, or financial account information.

What Are We Doing? We take this matter, and the security and privacy of your information, very seriously. Since the incident occurred, and in addition to instructing the inadvertent recipient to delete the information, we have implemented additional protocols for sending information, reviewed our policies and procedures, and provided additional training to staff. We are providing you with notice of this incident, and providing notice of this event to certain state and federal regulators as required. While we are unaware of any actual or attempted misuse of your information, we are also offering you complimentary access to 12 months of identity monitoring and restoration services with Experian.

What Can You Do? You can review the enclosed *Privacy Safeguards Information*, which contains instructions on how to enroll and receive the free identity monitoring and identity restoration services, as well as information on what you can do to better protect against the possibility of identity theft and fraud should you feel it is appropriate to do so.

For More Information. We understand you may have questions relating to this event that are not answered in this letter. To ensure your questions are answered timely, we have established a dedicated privacy line, staffed with individuals familiar with this event and protecting against identity theft and fraud. The privacy line can be reached by calling, toll-free, 844-685-5618. The call center is available Monday through Friday, 6:00 a.m. to 6:00 p.m. P.S.T.

Again, we take the privacy of your information seriously. We sincerely regret any inconvenience or concern this incident has caused you. The security of your information is a priority to us and we have taken several precautionary measures to reduce the likelihood of an incident like this from happening in the future.

Sincerely,

A handwritten signature in cursive script that reads "Lee Dawson".

Lee Dawson
Hospital Compliance Officer

Privacy Safeguards Information

Orange County Global Medical Center is offering you access to 12 months of complimentary identity monitoring and identity restoration services with Experian.

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 this offer 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. You will also find self-help tips and information about identity protection at this site.

While Identity Restoration assistance is immediately available to you, we also encourage you to activate the fraud detection tools available through Experian IdentityWorksSM as a complimentary 12 months membership. This product provides you with internet surveillance, and identity theft insurance at no cost to you upon enrollment. To start monitoring your personal information please follow the steps below:

- Ensure that you **enroll by: March 6, 2018**. (Your code will not work after this date.)
- **Visit the Experian IdentityWorks website to enroll: www.ExperianIdWorks.com/identityone**
- **Provide your activation code: <<Code>>**

If you have questions about the product, need assistance with identity restoration that arose as a result of this incident, please contact Experian's customer care team at 877-890-9332 by **March 6, 2018**. Be prepared to provide engagement number **DB00666** 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:

- **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.

What you can do to protect your information: There are additional actions you can consider taking to reduce the chances of identity theft or fraud on your account(s). Please refer to www.ExperianIDWorks.com/restoration for this information.

While we are unaware of any actual or attempted misuse of your information, we nevertheless encourage you to remain vigilant against incidents of identity theft and fraud by reviewing your account statements and explanations of benefits for suspicious activity. You can further educate yourself regarding identity theft, fraud alerts and security freezes, and the steps you can take to protect yourself, by contacting the Federal Trade Commission or your state Attorney General. The Federal Trade Commission can be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580; www.identitytheft.gov; 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. Instances of known or suspected identity theft should also be reported to law enforcement or your Attorney General's office.

For additional information on how to obtain a free copy of your credit report, how to place a fraud alert or security freeze on your credit file, and the contact information for the consumer reporting agencies, please contact the privacy line at 844-685-5618, Monday through Friday, from 6:00 a.m. to 6:00 p.m. PST. This notification was not delayed as a result of law enforcement.