

UCSF Medical Center

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



<<MAIL_ID>>

<<NAME1>>

<<ADDRESS1>>

<<ADDRESS2>>

<<CITY>>, <<STATE>> <<ZIP>>

<<COUNTRY>>

<<Date>>

UCSF Family Medicine Center at Lakeshore

1569 Sloat Blvd., Suite 333
San Francisco, CA 94132

www.ucsfhealth.org

University of California
San Francisco

Dear <<FULL NAME>>,

We are writing to inform you of an incident involving some of your health information. On January 13, 2014, UCSF learned that unencrypted desktop computers were burglarized from the UCSF Family Medicine Center at Lakeshore on or about January 11, 2014. UCSF immediately began a technical analysis to identify what information was on the computers. On March 6, 2014, UCSF determined that the computers contained files that included your social security number, and may have also included other identifiable information, such as your name, date of birth, or medical record number.

We sincerely apologize that this has happened. At this time, there is no evidence of any attempted access or attempted use of the information involved in this incident. UCSF has contracted with ID Experts® to provide you with one free year of FraudStop™ Credit and CyberScan monitoring and recovery services. 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 is well versed in this matter, with any questions and to enroll in the free services by calling 1-888-236-0299 (international callers, please dial 1-503-597-7687), or by visiting www.idexpertscorp.com/protect. UCSF / ID Experts is available Monday through Friday from 6 am - 6 pm Pacific Time to assist. Please note that the deadline to enroll is June 13, 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]

Again, we apologize that this has happened. Should an unknown person contact you, we encourage you **not** to release any of your personal information. 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 1-888-236-0299 (international callers, please dial 1-503-597-7687). UCSF / ID Experts is well versed in this matter and will be able to assist you.

Sincerely,

David Morgan
Executive Director, Ambulatory Services
UCSF Medical Center