



February 6, 2018

Name  
Address  
City, State  
Zip

Dear Name,

Sutter Health is committed to protecting the privacy and confidentiality of the personally identifiable information we maintain. Regrettably, we are writing to inform you of an incident involving information that pertains to you. This information does not include your health information.

On December 5, 2017 Sutter Health learned that Salem and Green, a vendor providing legal services to Sutter Health, was impacted by a phishing attack. This allowed an unauthorized individual to access the Salem and Green email system. The unauthorized individual had access on October 11-12, 2017 and may have viewed, accessed or downloaded information retained in their employee's email account. Salem and Green retained a forensics firm to evaluate the extent of the issue. The forensics firm identified that the email account contained personal information for individuals affiliated with Sutter Health that Salem and Green had utilized in assisting Sutter Health with activities involving mergers and acquisitions. The information potentially accessed included your name, and <date of birth>, <social security number>, <California driver's license number>, <state identification number>, and <other professional identification numbers>.

While we do not believe that you need to take any steps in response to this incident or that this incident creates a heightened risk of identity theft, out of an abundance of caution we are offering you a complimentary one-year membership of for Experian's® Credit 3B. This product helps detect possible misuse of your personal information and provides you with superior identity protection support focused on immediate identification and resolution of identity theft.

### **Activate Experian IdentityWorks: Credit 3B Now in Three Easy Steps**

1. ENSURE that you **enroll by: XX/XX/XXXX**
2. VISIT the Experian website to enroll: [www.experianidworks.com/3bcreditone](http://www.experianidworks.com/3bcreditone)
3. PROVIDE your **Activation Code: XXXXXXXX**



If you have questions or need an alternative to enrolling online, please call (877) 890-9332 and provide the **Engagement#: XXXXX**

**Your complimentary one-year Experian IdentityWorks: Credit 3B membership includes:**

- **Daily Credit Monitoring**
- **Credit Report Upon Enrollment**
- **Daily Credit Reports (Online)**
- **Identity Restoration**
- **\$1 Million Identity Theft Insurance\***: Immediately covers certain costs including, lost wages, private investigator fees, and unauthorized electronic fund transfers.

Activate your membership today at <https://www.experianidworks.com/3bcreditone> or call (877) 890-9332 to register with the activation code above.

Once your enrollment in Experian IdentityWorks: Credit 3B is complete, you should carefully review your credit report for inaccurate or suspicious items. If you have any questions about Experian IdentityWorks: Credit 3B, need help understanding something on your credit report or suspect that an item on your credit report may be fraudulent, please contact Experian's customer care team at (866) 751-1323.

We deeply regret that this incident has occurred. We reviewed policies and procedures with the involved vendor in response to this incident. Salem and Green is enhancing their data security procedures and they are providing training to their staff so they learn to recognize phishing emails. In addition Salem and Green implemented two factor authentication which would mitigate this type of email account attack.

If you have questions or concerns, you may contact 1-855-771-4220.

Sincerely,

A handwritten signature in blue ink that reads 'Jacki Monson'.

Jacki Monson  
Sutter Health Vice President, Chief Privacy and Information Security Officer  
Office of the General Counsel  
Sutter Health