



November 5, 2013

Dear DaVita Patient:

We regret to inform you that on September 6, 2013 a laptop was stolen from a teammate's (employee's) vehicle. Although DaVita maintains a company-wide program and policy requiring encryption of laptop computers, we discovered that the encryption technology on this particular device had been unintentionally deactivated.

Based on our investigation, we have determined that personal information about you was included on the laptop. The information included details such as your name, health information such as certain diagnosis (e.g., end stage renal disease), insurance benefits (e.g., Medicare/Medicaid) and dialysis treatment information and Social Security number.

At DaVita, we take our responsibility to protect your information very seriously. We maintain extensive security and privacy programs. The laptop in question was password protected. The theft was reported to law enforcement. We have no evidence that your data has been accessed or used. Nonetheless, out of an abundance of caution and to ensure that you are protected, we highly recommend that you remain vigilant for incidents of potential fraud and monitor your financial account statements and credit reports in order to protect your identity.

There are several sources of information that discuss ways to prevent identity theft. Those sources include the FTC and the three major credit reporting agencies. Below is the contact information from these agencies where you can obtain free credit reports:

Federal Trade Commission

600 Pennsylvania Ave, NW
Washington, DC 20580
www.ftc.gov
1-877-438-4338; TTY: 1-866-653-4261

TransUnion, LLC

PO Box 2000
Chester, PA 19022
www.tuc.com
1-800-888-4213

Equifax

PO Box 9740256
Atlanta, GA 30374
www.equifax.com
1-800-655-1111

Experian

PO Box 9701
Allen, TX 75013
www.experian.com
1-888-397-3742



Furthermore, we are providing you with a year of credit monitoring at no charge to you. We encourage you to take advantage of the services available to you. **To activate your free credit monitoring, please call the number below and it will be set up for you.**

We take our responsibility to protect patient information very seriously and maintain extensive security and privacy programs. We sincerely apologize for any inconvenience or concern this incident may cause you. DaVita has investigated this incident and has taken steps in an effort to prevent this type of incident from happening again in the future.

If you have questions regarding this incident or the [name of credit program], please call 1-866-797-3792 toll free Monday through Saturday **[insert times]**

Sincerely,

A handwritten signature in blue ink, appearing to read "Alan S. Cullop".

Alan Cullop
Chief Security Officer

A handwritten signature in blue ink, appearing to read "Betsy McCubrey".

Betsy McCubrey
Chief Privacy Officer



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Dear DaVita Patient:

We regret to inform you that on September 6, 2013 a laptop was stolen from a teammate's (employee's) vehicle. Although DaVita maintains a company-wide program and policy requiring encryption of laptop computers, we discovered that the encryption technology on this particular device had been unintentionally deactivated.

Based on our investigation, we have determined that personal information about you was included on the laptop. The information included details such as your name, clinical diagnoses (e.g., end stage renal disease), insurance carrier name, claims payment data, and dialysis treatment information.

The laptop did not contain your Social Security number, Drivers' License number, State Identification Card number, or credit card account information.

At DaVita, we take our responsibility to protect your information very seriously. We maintain extensive security and privacy programs. The laptop in question was password protected, and the theft was reported to law enforcement. We have no evidence that your data has been accessed or used. Nonetheless, out of an abundance of caution and to ensure that you are protected, we are offering you one year of credit monitoring through idexperts® at no charge to you. Please call the toll free number below for assistance activating your credit monitoring service.

We sincerely apologize for any inconvenience or concern this incident may cause you. DaVita has reviewed its encryption practices and implemented additional safeguards to protect against any future instances of non-compliance with our encryption policies and procedures.

If you have questions regarding this incident, please call 1-866-797-3792 toll free Monday through Friday, 9:00 AM to 9:00 PM EST.

Sincerely,

A handwritten signature in blue ink that reads "Alan S. Cullop".

Alan Cullop
Chief Security Officer

A handwritten signature in blue ink that reads "Betsy McCubrey".

Betsy McCubrey
Chief Privacy Officer

Enclosure (1)

Recommended Steps to Help Protect Your Identity

Please Note: No one is allowed to place a fraud alert on your credit report except you; please follow the instructions below to place the alert.

1. Telephone. Contact 1-866-797-3792 to gain additional information about this event and speak with knowledgeable representatives about the appropriate steps to take to protect your credit identity.

2. Review your credit reports. We recommend that you remain vigilant by reviewing account statements and monitoring credit reports. Under federal law, you also are entitled every 12 months to one free copy of your credit report from each of the three major credit reporting companies. To obtain a free annual credit report, go to www.annualcreditreport.com or call 1-877-322-8228. You may wish to stagger your requests so that you receive a free report by one of the three credit bureaus every four months.

You should also know that you have the right to file a police report if you ever experience identity fraud. Please note that in order to file a crime report or incident report with law enforcement for identity theft, you will likely need to provide some kind of proof that you have been a victim. A police report is often required to dispute fraudulent items. You can report suspected incidents of identity theft to local law enforcement or to the Attorney General.

3. Place Fraud Alerts with the three credit bureaus. You can place a fraud alert at one of the three major credit bureaus by phone and also via Experian's or Equifax's website. A fraud alert tells creditors to follow certain procedures, including contacting you, before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit. The contact information for all three bureaus is as follows:

Credit Bureaus

Equifax Fraud Reporting
1-800-525-6285
P.O. Box 740241
Atlanta, GA 30374-0241
www.alerts.equifax.com

Experian Fraud Reporting
1-888-397-3742
P.O. Box 9554
Allen, TX 75013
www.experian.com

TransUnion Fraud Reporting
1-800-680-7289
Fraud Victim Assistance Division
P.O. Box 6790
Fullerton, CA 92834-6790
www.transunion.com

It is necessary to contact only ONE of these bureaus and use only ONE of these methods. As soon as one of the three bureaus confirms your fraud alert, the others are notified to place alerts on their records as well. You will receive confirmation letters in the mail and will then be able to order all three credit reports, free of charge, for your review.

4. Security Freeze. By placing a freeze, someone who fraudulently acquires your personal identifying information will not be able to use that information to open new accounts or borrow money in your name. You will need to contact the three national credit reporting bureaus listed above in writing to place the freeze. Keep in mind that when you place the freeze, you will not be able to borrow money, obtain instant credit, or get a new credit card until you temporarily lift or permanently remove the freeze. The cost of placing the freeze varies by the state you live in and for each credit reporting agency. However, if you are a victim of identity theft and have filed a report with your local law enforcement agency or submitted an ID Theft Complaint Form with the Federal Trade Commission, there may be no charge to place the freeze.

5. You can obtain additional information about the steps you can take to avoid identity theft from the following:

Identity Theft Clearinghouse
Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, DC 20580
www.consumer.gov/idtheft
1-877-IDTHEFT (438-4338)
TDD: 1-202-326-2502

The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them