

Verity Health System

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

<<mail id>>
<<mail id>>
<<First Name>> <<Last Name>>
<<Street Address>>
<<City>><<State>><<Zip>>

<<Date>>

NOTICE OF DATA BREACH

Dear <<First Name>> <<Last Name>>:

As communicated in a memo emailed to you on Monday, May 23, 2016, Verity Health System was targeted with an isolated email phishing scam in which a scammer impersonated a Verity executive and requested that certain employee information be sent via email. This scam did not affect any patient information or the delivery of healthcare to our patients.

While we actively investigate this matter, we notified you via memo the day after this incident came to our attention. We also emailed a follow up communication on Thursday, May 26, 2016, with steps you can take to protect yourself. Now we want to give you additional information in this formal notification. We truly apologize for any inconvenience this may cause you.

We have arranged for you to receive identity protection services for two years at no cost to you. Instructions for enrolling and activation in these services can be found in the [“What We Are Doing”](#) Section below.

WHAT HAPPENED

While this matter is still under investigation, we want to report this preliminary information. On May 22, 2016, we learned that a Verity employee was targeted on April 27, 2016, by an isolated email phishing scam in which an individual outside of Verity impersonated a Verity executive requesting certain information for Verity employees. The result of this scam was that certain information related to current and former employees who would have received a W-2 for 2015 was disclosed.

None of our systems were breached, and no other information was accessed or obtained. We are truly sorry for the occurrence of this incident, and we are doing everything we can to work with our staff to prevent any similar incident from happening in the future. State and Federal law enforcement officials have been notified about this incident. We are offering to all affected current and former employees free identity-theft monitoring and insurance for two years. You will find instructions on how to sign up under the [“What We Are Doing”](#) Section below.

WHAT INFORMATION WAS INVOLVED

The information involved in this incident includes names, addresses, Social Security numbers, earnings and withholding information for employees who were issued a W-2 for the 2015 tax year.

WHAT WE ARE DOING

Verity values your privacy and deeply regrets that this incident occurred. We are conducting a thorough review of the events surrounding this scam, and we will notify you if there are any significant developments. We are implementing additional security measures designed to prevent a recurrence of such an event. In addition, we have contacted state and federal law enforcement, and we are cooperating fully with them. We also will be working with outside subject matter experts in this investigation to avoid any similar incidents.

To help protect your information, Verity is offering you two years of free identity protection services through Equifax. The Equifax Credit Watch™ Gold with 3-in-1 Monitoring identity theft protection product will provide you with an “early warning system” to changes to your credit file and help you to understand the content of your credit file at the three major credit-reporting agencies, access to educational materials, and up to \$1 million in identity theft insurance with a \$0 deductible, all at no additional cost to you and it will not impact your credit score.

WHAT YOU CAN DO

In addition to enrolling in the two years of Equifax’s Credit Watch™ Gold with 3-in-1 Monitoring identity theft protection product, there are additional actions you can take to mitigate the chances of fraud or identity theft. Detailed information about the Equifax Credit Watch™ Gold with 3-in-1 Monitoring identity theft protection product and instructions on how to enroll are enclosed in this letter. Please also review the attachment to this letter (Steps You Can Take to Further Protect Your Information) for further information on ways you can protect yourself.

We strongly encourage you to enroll in this free service. If, however, you choose not to, we encourage you to monitor your credit reports and other financial records for fraudulent transactions as well as review the information included in the attachment to this letter (Steps You Can Take to Further Protect Your Information) for further information on steps you can take to protect your information.

FOR MORE INFORMATION

We have arranged a dedicated call center run by a third party, Epiq, to assist with questions about how to protect your identity following this incident. You may call Epiq at 888-243-6510, from 6:00 a.m. to 6:00 p.m. Pacific Daylight Time, Monday through Friday.

We are truly sorry that so many of our employees and former employees have been affected by this unfortunate incident. We are available to answer your questions and to help you find solutions to any problems that arise.

Sincerely,



Mitchell R. Creem
Chief Executive Officer

Enclosure(s): Steps You Can Take to Further Protect Your Information
Equifax Enrollment Instructions

Steps You Can Take to Further Protect Your Information

Review Your Account Statements and Notify Law Enforcement of Suspicious Activity

As a precautionary measure, we recommend that you remain vigilant by reviewing your account statements and credit reports closely. If you detect any suspicious activity on an account, you should promptly notify the financial institution or company with which the account is maintained. You also should promptly report any fraudulent activity or any suspected incidence of identity theft to proper law enforcement authorities, your state attorney general, and/or the Federal Trade Commission.

To file a report with the FTC, go to www.ftc.gov/idtheft or call 1-877-ID-THEFT (877-438-4338). Reports filed with the FTC will be added to the FTC's Identity Theft Data Clearinghouse, which is a database made available to law enforcement agencies.

Copy of Credit Report

You may obtain a free copy of your credit report from each of the three major credit reporting agencies once every 12 months by visiting www.annualcreditreport.com, calling toll-free 877-322-8228, or by completing an Annual Credit Report Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348. You can print a copy of the request form at <https://www.annualcreditreport.com/cra/requestformfinal.pdf>. Or you can elect to purchase a copy of your credit report by contacting one of the three national credit reporting agencies. Contact information for the three national credit reporting agencies for the purpose of requesting a copy of your credit report or for general inquiries is provided below:

Equifax
(800) 685-1111
www.equifax.com
P.O. Box 740241
Atlanta, GA 30374

Experian
(888) 397-3742
www.experian.com
535 Anton Blvd., Suite 100
Costa Mesa, CA 92626

TransUnion
(800) 680-7289
www.transunion.com
P.O. Box 2000
Chester, PA 19016

Fraud Alert

We recommend placing a fraud alert on your credit report. An initial fraud alert is free and will stay on your credit file for at least 90 days. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any accounts in your name. To place a fraud alert on your credit report, contact any of the three credit reporting agencies identified above. Additional information is available at www.annualcreditreport.com.

Security Freeze

In some US states, you have the right to put a security freeze on your credit file. This will prevent new credit from being opened in your name without the use of a PIN number that is issued to you when you initiate the freeze. A security freeze is designed to prevent potential creditors from accessing your credit report without your consent. As a result, using a security freeze may interfere with or delay your ability to obtain credit. You must separately place a security freeze on your credit file with each of credit reporting agencies listed above. Additionally, if you request a security freeze from a consumer reporting agency there may be a fee to place, lift or remove the security freeze, which may vary by state. However, if you are a victim of identity theft and have filed a report with your local law enforcement agency or submitted an ID Complaint Form with the FTC, there may be no charge to place the security freeze. In order to place a security freeze, you may be required to provide the consumer reporting agency with information that identifies you including your full name, Social Security number, date of birth, current and previous addresses, a copy of your state-issued identification card, and a recent utility bill, bank statement or insurance statement.

Federal Trade Commission and State Attorneys General Offices.

If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should immediately contact the Federal Trade Commission and/or the Attorney General's office in your home state. You may also contact these agencies for information on how to prevent or avoid identity theft.

Federal Trade Commission: You may wish to review the tips provided by the Federal Trade Commission on how to avoid identity theft. For more information, please visit www.ftc.gov/idtheft or call 1-877-ID-THEFT (877-438-4338). A copy of Taking Charge: What to Do if Your Identity is Stolen, a comprehensive guide from the FTC to help you guard against and deal with identity theft, can be found on the FTC's website at www.ftc.gov/bcp/edu/microsites/idtheft/.

For North Carolina residents: North Carolina residents may wish to review information provided by the North Carolina Attorney General, Consumer Protection Division at www.ncdoj.gov, by calling 877-566-7226, or writing to 9001 Mail Service Center, Raleigh, NC 27699.

For California residents: California residents may wish to review the information provided by the California Attorney General at <https://oag.ca.gov/idtheft>.

Reporting of identity theft and obtaining a policy report.

For Iowa residents: You are advised to report any suspected identity theft to law enforcement or to the Iowa Attorney General.

For Oregon residents: You are advised to report any suspected identity theft to law enforcement, the Federal Trade Commission, and the Oregon Attorney General.

Taxes

Some of the information affected by this incident could be used to file a fraudulent tax return. If you believe you are the victim of tax fraud or that somebody has filed or accessed your tax information, you should immediately contact the IRS or state tax agency as appropriate.

For Federal Taxes: The IRS requires that each individual report the problem to them. The IRS will not financially penalize you even if they paid a fraudulent refund. Accordingly, as an additional measure of precaution, we recommend you (and, if applicable, your spouse or domestic partner) complete IRS Form 14039 and then mail or fax that form to the IRS. A copy of that form can be obtained by going to <https://www.irs.gov/pub/irs-pdf/f14039.pdf>. You may also call the IRS at 800-908-4490 (Identity Theft Hotline) to learn whether you are a victim of this fraudulent scheme. For additional information from the IRS about identity theft, you may visit <https://www.irs.gov/uac/Taxpayer-Guide-to-Identity-Theft>.

For State Taxes: There may be similar resources and forms for each state, so we recommend that you contact your state department of revenue directly for more information. Additional information on how to contact your state department of revenue may be found by going to <http://www.taxadmin.org/state-tax-agencies>.

<p><u>About the Equifax Credit Watch™ Gold with 3-in-1 Monitoring identity theft protection product</u></p> <p>Equifax Credit Watch will provide you with an “early warning system” to changes to your credit file and help you to understand the content of your credit file at the three major credit-reporting agencies. Note: You must be over age 18 with a credit file in order to take advantage of the product.</p>	<p>Equifax Credit Watch provides you with the following key features and benefits:</p> <ul style="list-style-type: none"> ○ Comprehensive credit file monitoring and automated alerts of key changes to your Equifax, Experian, and TransUnion credit reports ○ Wireless alerts and customizable alerts available (available online only) ○ One 3-in-1 Credit Report and access to your Equifax Credit Report™ ○ Up to \$1 million in identity theft insurance¹ with \$0 deductible, at no additional cost to you ○ 24 by 7 live agent Customer Service to assist you in understanding the content of your Equifax credit information, to provide personalized identity theft victim assistance and in initiating an investigation of inaccurate information. ○ 90 day Fraud Alert² placement with automatic renewal functionality* (available online only)
---	--

How to Enroll: You can sign up online or over the phone

<p>To sign up online for online delivery go to www.myservices.equifax.com/tri</p> <ol style="list-style-type: none"> 1. <u>Welcome Page</u>: Enter the Activation Code provided at the top of this page in the “Activation Code” box and click the “Submit” button. 2. <u>Register</u>: Complete the form with your contact information (name, gender, home address, date of birth, Social Security Number and telephone number) and click the “Continue” button. 3. <u>Create Account</u>: Complete the form with your email address, create a User Name and Password, check the box to accept the Terms of Use and click the “Continue” button. 4. <u>Verify ID</u>: The system will then ask you up to four security questions to verify your identity. Please answer the questions and click the “Submit Order” button. 5. <u>Order Confirmation</u>: This page shows you your completed enrollment. Please click the “View My Product” button to access the product features. 	<p>To sign up for US Mail delivery, dial 1-866-937-8432 for access to the Equifax Credit Watch automated enrollment process. Note that all credit reports and alerts will be sent to you via US Mail only.</p> <ol style="list-style-type: none"> 1. <u>Activation Code</u>: You will be asked to enter your enrollment code as provided at the top of this letter. 2. <u>Customer Information</u>: You will be asked to enter your home telephone number, home address, name, date of birth and Social Security Number. 3. <u>Permissible Purpose</u>: You will be asked to provide Equifax with your permission to access your credit file and to monitor your file. Without your agreement, Equifax cannot process your enrollment. 4. <u>Order Confirmation</u>: Equifax will provide a confirmation number with an explanation that you will receive your Fulfillment Kit via the US Mail (when Equifax is able to verify your identity) or a Customer Care letter with further instructions (if your identity can not be verified using the information provided). Please allow up to 10 business days to receive this information.
--	--

Directions for placing a Fraud Alert

A fraud alert is a consumer statement added to your credit report. This statement alerts creditors of possible fraudulent activity within your report as well as requests that they contact you prior to establishing any accounts in your name. Once the fraud alert is added to your credit report, all creditors should contact you prior to establishing any account in your name. To place a fraud alert on your credit file, visit: www.fraudalerts.equifax.com or you may contact the Equifax auto fraud line at 1-877-478-7625, and follow the simple prompts. Once the fraud alert has been placed with Equifax, a notification will be sent to the other two credit reporting agencies, Experian and Trans Union, on your behalf.

1 - Identity Theft Insurance underwritten by insurance company subsidiaries or affiliates of American International Group, Inc. 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. This product is not intended for minors (under 18 years of age).

2 - The Automatic Fraud Alert feature made available to consumers by Equifax Information Services LLC and fulfilled on its behalf by Equifax Consumer Services LLC