



200 Wilmot Road, MS 9000
Deerfield, IL 60015

February __, 2020

SAMPLE A SAMPLE

APT 123

123 ANY ST

ANYTOWN, US 12345-6789

Dear Sample A Sample:

We recently learned of unauthorized disclosure of one or more of your secure messages within the Walgreens mobile app. We are contacting you to provide you with information about the incident and also with information about steps you can take to protect yourself.

WHAT HAPPENED

On January 15, 2020, Walgreens discovered an error within the Walgreens mobile app personal secure messaging feature. Our investigation determined that an internal application error allowed certain personal messages from Walgreens that are stored in a database to be viewable by other customers using the Walgreens mobile app. Once we learned of the incident, Walgreens promptly took steps to temporarily disable message viewing to prevent further disclosure and then implemented a technical correction that resolved the issue.

As part of our investigation, Walgreens determined that certain messages containing limited health-related information were involved in this incident for a small percentage of impacted customers. We believe that you were part of the impacted customer group and that one or more personal messages containing your limited health-related information may have been viewed by another customer on the Walgreens mobile app between January 9, 2020 and January 15, 2020.

WHAT INFORMATION WAS INVOLVED

Our investigation determined the following information might have been viewed by another customer:

- First and last name
- Prescription number and drug name
- Store number
- Shipping address where applicable

No financial information such as Social Security number or bank account information was involved in this incident.

WHAT ARE WE DOING

Walgreens promptly took steps to disable the message viewing feature within the Walgreens mobile app to prevent further disclosure until a permanent correction was implemented to resolve the issue. Walgreens will conduct additional testing as appropriate for future changes to verify the change will not impact the privacy of customer data.

WHAT YOU CAN DO

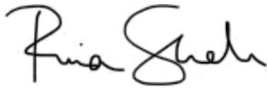
Walgreens recommends customers monitor their prescription and medical records. Even though no financial information was involved, we have enclosed information on steps you can take to further protect your information, and how to obtain a free copy of your credit report from each of the three (3) major credit reporting agencies as a courtesy for your reference.

FOR MORE INFORMATION

For further information and assistance, please contact Walgreens' toll free number at (877) 924-4472. You can also contact us in writing at 200 Wilmot Road, MS 9000, Deerfield, Illinois 60015.

We appreciate and value the confidence that you place in Walgreens. We take our obligation to protect your health information very seriously. Please know we will continue to work diligently to protect your personal information.

Sincerely,

A handwritten signature in black ink, appearing to read "Rina Shah". The signature is fluid and cursive, with the first name "Rina" being more prominent than the last name "Shah".

Rina Shah, PharmD
Vice President, Pharmacy Operations
Walgreen Co.

Protect your Information

Review Your Account Statements. It is important that you remain vigilant in reviewing your account statements and credit reports closely. Even though no financial information was involved in this incident, any time you detect 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, or the Federal Trade Commission. In some states, you may also obtain a police report regarding this incident.

Obtain and Monitor Your Credit Report. You have the right to obtain a free copy of your credit report from each of the 3 major credit reporting agencies once every 12 months by visiting <http://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 <http://www.consumer.ftc.gov/articles/pdf-0093-annual-report-request-form.pdf>. Or you can elect to purchase a copy of your credit report and optional remediation services by contacting one of the three national credit reporting agencies shown below:

<p><u>Equifax</u> (800) 685-1111 www.equifax.com P.O. Box 740241 Atlanta, GA 30374</p>	<p><u>Experian</u> (888) 397-3742 www.experian.com 535 Anton Blvd., Suite 100 Costa Mesa, CA 92626</p>	<p><u>TransUnion</u> (800) 916-8800 www.transunion.com 2 Baldwin Place P.O. Box 1000 Chester, PA 19016</p>
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Consider Placing a Fraud Alert on Your Credit Report. You may consider placing a fraud alert on your credit report. This fraud alert statement 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 <http://www.annualcreditreport.com>.

Other Important Information

Security Freeze. In some U.S. states, you have the right to put a security freeze on your credit file. A security freeze (also known as a credit freeze) makes it harder for someone to open a new account in your name. It 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 apply for a new credit card, cell phone, or any service that requires a credit check. Additionally, if you request a security freeze from a consumer reporting agency there may be a fee up to \$10 to place, lift, or remove the security freeze; however, this fee may be less in certain states (in MA, up to \$5). 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. You must separately place a security freeze on your credit file with each credit reporting agency referenced above.

Take Advantage of Additional Free Resources on Identity Theft In addition to credit reporting agencies, you can also contact the Federal Trade Commission (FTC) about fraud alerts and security freezes, as well as how to avoid identity theft. The FTC identity theft hotline number is: 1-877-ID-THEFT (877-438-4338); TTY: 1-866653-4261. They also provide information on-line at www.ftc.gov/idtheft, and their mailing address is 600 Pennsylvania Avenue, NW, Washington, DC 20580. The FTC encourages those who discover that their information has been misused to file a complaint with them. You can obtain further information on how to file such a complaint by way of the contact information listed above. You have the right to file a police report if you ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, you will likely need to provide some proof that you have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement and your state Attorney General. This notice has not been delayed by law enforcement.