



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

<<Mail ID>>
<<Name1>>
<<Address1>>
<<Address2>>
<<City>><<State>><<Zip>>

<<Date>>

Dear <<Name 1>>:

On January 6, 2017, Verity Health System learned that some of your personal information may have been accessed by an unauthorized third party. Although we are not aware of any misuse of your information, we are notifying you to advise you of the incident out of an abundance of caution.

The information, dated between 2010 and 2014, includes patient names, dates of birth, medical record numbers, addresses, email addresses, phone numbers, and the last four digits of credit card numbers. Importantly, the information involved in this incident **does not** include social security numbers or full credit card information.

When we detected that an unauthorized third party accessed the Verity Medical Foundation-San Jose Medical Group website that is no longer in use, we promptly initiated an internal investigation. Our investigation determined that the unauthorized third party accessed the website between October 2015 and January 2017. We took immediate steps to secure the website, stop any further unauthorized activity, and prevent similar incidents from happening in the future. We are working with a leading cyber-security firm to assist with the investigation and to further evaluate the integrity of our information systems to ensure protection of our patients' personal data. We promptly reported the incident to the Department of Health and Human Services, Office of Civil Rights, as required, and to federal law enforcement authorities.

Although Verity Health System has no knowledge that any of the patient information has been misused in any way, we have retained Equifax to provide credit monitoring services to you. These services will be available to you for one year, at no cost to you. Attached for your convenience is more information and instructions for how you may enroll. We advise you to take advantage of credit monitoring services available to you. We have enclosed some additional resources you may find helpful for monitoring your credit as well.

We understand that you may have questions or concerns. We have partnered with Epiq, a national firm that has experience helping individuals affected by information security incidents by providing call center services to answer questions. **You may call our Verity Health hotline toll-free at 844-856-9322 between 6 a.m. and 6 p.m. PT, Monday through Friday, beginning Monday, Feb. 6, with any questions you may have about this incident.**

On behalf of Verity Health System I sincerely apologize for any inconvenience this has caused you. We appreciate the trust you place in us to care for your medical needs, and we pledge to continue working to keep that trust.

Sincerely,

A handwritten signature in cursive script that reads 'Andrei Soran'.

Andrei Soran
Chief Executive Officer

CREDIT MONITORING & IDENTITY THEFT RESOURCES

You should remain vigilant by reviewing your account statements and monitoring free credit reports. Individuals are advised to promptly report any fraudulent activity or any suspected incidents of identity theft to proper law enforcement authorities, including the police and your state's attorney general as well as the Federal Trade Commission.

The following are some resources:

Federal Trade Commission ("FTC")
www.ftc.gov/idtheft
1-877-ID-THEFT (1-877-438-4338).

Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, DC 20580

Credit Bureaus

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 1-877-322-8228, 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 *www.annualcreditreport.com/manualRequestForm.action*.

Alternatively, you may 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 as follows:

Equifax
1-800-685-1111
www.equifax.com
P.O. Box 740241
Atlanta, GA 30374

Experian
1-888-397-3742
www.experian.com
P.O. Box 2002
Allen, TX 75013

TransUnion
1-800-916-8800
www.transunion.com
P.O. Box 2000
Chester, PA 19016

You can obtain additional information from the FTC and the nationwide credit reporting agencies about placing a security freeze on your credit files and fraud alerts. You may want to consider 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 using the contact information listed above.

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

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

FOR RHODE ISLAND RESIDENTS: Visit the Rhode Island Office of the Attorney General, Consumer Protection Unit, at <http://www.riag.ri.gov/ConsumerProtection/About.php>, or call (401)274-4400, or write to this address: Office of the Attorney General, 150 South Main Street, Providence, Rhode Island 02903.

About the Equifax Credit Watch™ Silver identity theft protection product

Equifax Credit Watch will provide you with an “early warning system” to changes to your credit file. Note: You must be over age 18 with a credit file in order to take advantage of the product.

Equifax Credit Watch provides you with the following key features and benefits:

- Comprehensive credit file monitoring and automated alerts of key changes to your **Equifax** credit report
- Wireless alerts and customizable alerts available (available online only)
- One copy of your Equifax Credit Report™
- Up to \$25,000 in identity theft insurance with \$0 deductible, at no additional cost to you †
- Live agent Customer Service 7 days a week from 8 a.m. to 3 a.m. to assist you in understanding the content of your Equifax credit information, to provide personalized identity theft victim assistance, and help initiate an investigation of inaccurate information.
- 90 day Fraud Alert placement with automatic renewal functionality* (available online only)

How to Enroll: To sign up online for **online delivery** go to: www.myservices.equifax.com/silver

1. **Welcome Page:** Enter the Activation Code provided at the top of this page in the “Activation Code” box and click the “Submit” button.
2. **Register:** 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. **Create Account:** 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. **Verify ID:** 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. **Order Confirmation:** This page shows you your completed enrollment. Please click the “View My Product” button to access the product features.

† 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)

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