



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

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<<Name1>>
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<<City>><<State>><<Zip>>

<<Date>>

To the Estate of <<Name 1>>:

You are receiving this letter as the next of kin or personal representative of <<Name 1>>. On January 6, 2017, Verity Health System learned that some of his/her personal information may have been accessed by an unauthorized third party. Although we are not aware of any misuse of the 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 enclosed some additional resources you may find helpful for monitoring activity involving the patient's credit or accounts.

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 placed in us to care for the patient's medical needs, and we pledge to continue working to keep that trust.

Sincerely,

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.