V Verity Health

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

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 our impacted patients. These services will be available for one year, at no cost to you. Attached for your convenience is more information and enrollment instructions. We advise you to take advantage of available credit monitoring services. We have enclosed some additional resources you may find helpful for monitoring the patient's 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 the patient's medical needs, and we pledge to continue working to keep that trust.

Sincerely,

Andrei Soran
Chief Executive Office

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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")   Federal Trade Commission
www.ftc.gov/idtheft   600 Pennsylvania Avenue, NW
1-877-ID-THEFT (1-877-438-4338).   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	**Experian**	**TransUnion**
1-800-685-1111	1-888-397-3742	1-800-916-8800
www.equifax.com	www.experian.com	www.transunion.com
P.O. Box 740241	P.O. Box 2002	P.O Box 2000
Atlanta, GA 30374	Allen, TX 75013	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.

We have arranged with Equifax Personal Solutions to help you protect your minor's personal information at no cost to you.

<u>Enroll in Equifax Child Monitoring</u>
Equifax Child Monitoring will scan the Equifax credit database for any instances of the minor's social security number and look for a copy of the minor's credit file.

- If no SSN match is found and no credit file exists, Equifax will create a credit file in the minor's name and immediately "lock" the credit file. This will prevent access to the minor's information in the future. If someone attempts to use your minor's information to open credit, you will receive an email alert.
- If there is a match and a credit file exists, Equifax will immediately "lock" the file, initiate an investigation into the use of that file and alert you to new attempts to use your minor's information.

<u>How to Enroll for Parents or Guardians:</u>

Parents or guardians – you will need to enroll in your free credit monitoring product before enrolling the minor. If you have questions for Equifax, you may call the phone number listed in the Equifax Member Center or in the Equifax email communication.

To sign up please visit www.myservices.equifax.com/minor
1. Please login using the username and password you created when enrolling in your product
2. Select the button for "$29.95 for 12 months".
3. Enter a promotion code to order the first minor product and click "apply code". This will zero out the price of the product. **<u>Do not enter credit card information.</u>**
4. Check the box to agree to the Terms of Use.
5. Next, click the "Submit Order" button.
6. You will then see the Order Confirmation. Please note that since you did not enter credit card information you **WILL NOT** be billed after the 12 months.
7. Click "View my Product" which will take you to your Member Center.
8. Click the orange button "Enroll Child" to enter your child's information (child's name, Date of Birth and Social Security Number). Note: if you enter the child's SSN incorrectly, you will need to remove the minor by going to your Member Center and clicking on "My Account" to remove the minor from monitoring the account. You may then re-enroll the minor with the correct SSN.
9. Check the box confirming you are the child's parent or guardian.
10. Click "Submit" to enroll your child.
11. If you are enrolling multiple minors, please log out, then repeat the above process to add another minor.