



December 12, 2016

[Patient Name]  
[Patient Address line one]  
[Patient Address line two]

Dear [Patient Name]:

Quest Diagnostics regrets to notify you of a breach of your Protected Health Information (PHI) which we became aware of on November 28, 2016. Here are the details of the breach:

On November 26<sup>th</sup> an unauthorized third party accessed the MyQuest by Care360® internet application and obtained PHI of approximately 34,000 patients. The data included name, date of birth, lab results, and, in some instances, telephone numbers.

The affected information **did not** include Social Security numbers, credit card information, insurance or other financial information.

When the intrusion was discovered, we immediately took steps to stop any further unauthorized activity. We are taking steps to prevent similar incidents from happening in the future, and are working with a leading cybersecurity firm to assist with our investigation and to further evaluate our systems. We have also reported the incident to federal law enforcement authorities.

Quest Diagnostics has no evidence that any information has been misused in any way, so we do not believe that you need to take any steps at this time to protect yourself in response to this breach.

We sincerely apologize for this breach of your information. We have established a dedicated toll free number for you to call if you have any questions regarding this incident. The number is (888) 320-9970 and can be reached Monday through Friday, between 9:00 a.m. and 7:00 p.m. Eastern Time.

Sincerely,

A handwritten signature in blue ink, appearing to read "Carl A. Landorno".

Carl A. Landorno  
Executive Director, Compliance Operations & Privacy Officer