

UCSF Medical Center

C/O ID Experts
PO Box 6336
Portland, OR 97228-6336



<<MAIL_ID>>

<<NAME1>>

<<ADDRESS1>>

<<ADDRESS2>>

<<CITY>>, <<STATE>> <<ZIP>>

<<COUNTRY>>

<<Date>>

UCSF Family Medicine Center at Lakeshore

1569 Sloat Blvd., Suite 333
San Francisco, CA 94132

www.ucsfhealth.org

University of California
San Francisco

Dear <<FULL NAME>>,

We are writing to inform you of an incident involving some of your health information. On January 13, 2014, UCSF learned that unencrypted desktop computers were burglarized from the UCSF Family Medicine Center at Lakeshore on or about January 11, 2014. UCSF immediately began a technical analysis to identify what information was on the computers. On March 6, 2014, UCSF determined that the computers contained files that included your name and/or medical record number, along with some health information. The files may have also included other identifiable information, such as your date of birth or address.

We sincerely apologize that this has happened. At this time, there is no evidence of any attempted access or attempted use of the information involved in this incident. We encourage you to contact UCSF / ID Experts, who is well versed in this matter, with any questions by calling 1-888-236-0299 (international callers, please dial 1-503-597-7687). ID Experts is available Monday through Friday from 6 am - 6 pm Pacific Time to assist.

Additional information about identity theft may be obtained from the following agencies:

- California Office of the Attorney General
<http://www.oag.ca.gov/idtheft>
- Federal Trade Commission
<http://www.ftc.gov/bcp/edu/microsites/idtheft>

Again, we apologize that this has happened. Should an unknown person contact you, we encourage you **not** to release any of your personal information. The University of California is committed to maintaining the privacy of personal information and has taken additional steps to secure that information, including strengthening our educational and operational processes for information security.

Should you have any questions about this matter, please contact the UCSF / ID Experts informational line at 1-888-236-0299 (international callers, please dial 1-503-597-7687). UCSF / ID Experts is well versed in this matter and will be able to assist you.

You will need the following access code when calling, so please do not discard this letter.

Access Code: 59832

Sincerely,

David Morgan
Executive Director, Ambulatory Services
UCSF Medical Center