



Return Mail Processing Center  
PO Box 6336  
Portland, OR 97228-6336

<<mail id>>  
<<First Name>><<Last Name>>  
<<Address1>>  
<<City>><<State>><<Zip>>

<<Date>>

Dear <<First Name>> <<Last Name>>:

21<sup>st</sup> Century Oncology is committed to maintaining the privacy and security of our patients' personal information. Regrettably, we are writing to inform you of an incident involving some of that information.

On November 13, 2015, the Federal Bureau of Investigation (FBI) advised us that patient information was illegally obtained by an unauthorized third party who may have gained access to a 21<sup>st</sup> Century database. We immediately hired a leading forensics firm to support our investigation, assess our systems and bolster security. The forensics firm determined that, on October 3, 2015, the intruder may have accessed the database, which contained information that may have included your name, Social Security number, physician's name, diagnosis and treatment information, and insurance information. We have no evidence that your medical record was accessed.

The FBI asked that we delay notification or public announcement of the incident until now so as not to interfere with its investigation. Now that law enforcement's request for delay has ended, we are notifying patients as quickly as possible. We continue to work closely with the FBI on its investigation of the intrusion into our system. In addition to security measures already in place, we have also taken steps to enhance internal security protocols to help prevent a similar incident in the future.

We have no indication that your information has been misused in any way; however, out of an abundance of caution, we are offering you a free one-year membership of Experian's<sup>®</sup> ProtectMyID<sup>®</sup> Alert. This product helps detect possible misuse of your personal information and provides you with identity protection services focused on immediate identification and resolution of identity theft. ProtectMyID Alert is completely free to you, and enrolling in this program will not hurt your credit score. For more information on identity theft prevention and ProtectMyID Alert, including instructions on how to activate your complimentary one-year membership, please see the additional information provided in this letter. We also recommend that you regularly review the explanation of benefits that you receive from your health insurer. If you see services that you did not receive, please contact your insurer immediately.

We deeply regret any concern this may cause you, and we want to emphasize that your care will not be affected by this incident. Should you have any questions, please call 1-866-446-1405, from 9 a.m. to 9 p.m. Eastern Time, Monday through Friday.

Sincerely,

Daniel Dosoretz, M.D.  
President and CEO

Attachment

## Activate ProtectMyID Now in Three Easy Steps

1. ENSURE That You Enroll By: July 7, 2016 (Your code will not work after this date.)
2. VISIT the ProtectMyID Website to enroll: [www.protectmyid.com/redeem](http://www.protectmyid.com/redeem)
3. PROVIDE Your Activation Code: <<code>>

If you have questions or need an alternative to enrolling online, please call (866) 271-3084 and provide engagement #: **PC98965**

### ADDITIONAL DETAILS REGARDING YOUR 12-MONTH PROTECTMYID MEMBERSHIP:

A credit card is not required for enrollment.

Once your ProtectMyID membership is activated, you will receive the following features:

- **Free copy of your Experian credit report**
- **Surveillance Alerts for:**
  - Daily Bureau Credit Monitoring: Alerts of key changes and suspicious activity found on your Experian, Equifax®, and TransUnion® credit reports.
- **Identity Theft Resolution and ProtectMyID ExtendCARE:** Toll-free access to U.S.-based customer care and a dedicated Identify Theft Resolution agent who will walk you through the process of fraud resolution from start to finish for seamless service. They will investigate each incident; help with contacting credit grantors to dispute charges and close accounts, including credit, debit, and medical insurance cards; assist with freezing credit files; and contact government agencies.
  - It is recognized that identity theft can happen months and even years after a data breach. To offer added protection, you will receive ExtendCARE™, which provides you with the same high level of Fraud Resolution support even after your ProtectMyID membership has expired.
- **\$1 Million Identity Theft Insurance\*:** Immediately covers certain costs, including lost wages, private investigator fees, and unauthorized electronic fund transfers.

**Activate your membership today at [www.protectmyid.com/redeem](http://www.protectmyid.com/redeem) or call (866) 271-3084 to register with the activation code above.**

Once your enrollment in ProtectMyID is complete, you should carefully review your credit report for inaccurate or suspicious items. If you have any questions about ProtectMyID, need help understanding something on your credit report, or suspect that an item on your credit report may be fraudulent, please contact Experian's customer care team at (866) 271-3084.

Even if you choose not to take advantage of this free credit monitoring service, we recommend that you remain vigilant to the possibility of fraud and identity theft by reviewing your credit card, bank, and other financial statements for any unauthorized activity. You may also obtain a copy of your credit report, free of charge, directly from each of the three nationwide credit reporting agencies. To order your credit report, free of charge, once every twelve months, please visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call toll-free at 1-877-322-8228. Contact information for the three nationwide credit reporting agencies is as follows:

Equifax PO Box 740241 Atlanta, GA 30374 <a href="http://www.equifax.com">www.equifax.com</a> 1-800-685-1111	Experian PO Box 2002 Allen, TX 75013 <a href="http://www.experian.com">www.experian.com</a> 1-888-397-3742	TransUnion PO Box 1000 Chester, PA 19022 <a href="http://www.transunion.com">www.transunion.com</a> 1-800-916-8800
---	--	--

If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should immediately contact the Federal Trade Commission and/or the Office of the Attorney General in your home state. Contact information for the Federal Trade Commission is as follows:

Federal Trade Commission  
600 Pennsylvania Avenue, NW  
Washington, D.C. 20580  
[www.ftc.gov/idtheft](http://www.ftc.gov/idtheft)  
1-877-438-4338

You can obtain information from these sources about steps an individual can take to avoid identity theft as well as information about fraud alerts and security freezes. You should also contact your local law enforcement authorities and file a police report. Obtain a copy of the police report in case you are asked to provide copies to creditors to correct your records.

\* Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of AIG. The description herein is a summary, 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.



Return Mail Processing Center  
PO Box 6336  
Portland, OR 97228-6336

<<mail id>>  
To the Parent or Guardian of:  
<<First Name>><<Last Name>>  
<<Address1>>  
<<City>><<State>><<Zip>>

<<Date>>

Dear Parent or Guardian of <<First Name>> <<Last Name>>:

21<sup>st</sup> Century Oncology is committed to maintaining the privacy and security of our patients' personal information. Regrettably, we are writing to inform you of an incident involving some of that information.

On November 13, 2015, the Federal Bureau of Investigation (FBI) advised us that patient information was illegally obtained by an unauthorized third party who may have gained access to a 21<sup>st</sup> Century database. We immediately hired a leading forensics firm to support our investigation, assess our systems and bolster security. The forensics firm determined that, on October 3, 2015, the intruder may have accessed the database, which contained information that may have included your child's name, Social Security number, physician's name, diagnosis and treatment information, and insurance information. We have no evidence that your child's medical record was accessed.

The FBI asked that we delay notification or public announcement of the incident until now so as not to interfere with its investigation. Now that law enforcement's request for delay has ended, we are notifying patients as quickly as possible. We continue to work closely with the FBI on its investigation of the intrusion into our system. In addition to security measures already in place, we have also taken steps to enhance internal security protocols to help prevent a similar incident in the future.

We have no indication that your child's information has been misused in any way; however, out of an abundance of caution, we are offering you, the parent or guardian, a free one-year membership of Experian's<sup>®</sup> FamilySecure<sup>®</sup>. FamilySecure<sup>®</sup> monitors your Experian credit report to remind you of key changes. In addition, FamilySecure<sup>®</sup> will tell you if your child has a credit report, a potential sign that his or her identity has been stolen. For more information on FamilySecure<sup>®</sup>, including instructions on how to activate your complimentary one-year membership, please see the additional information on the next page of the letter. We also recommend that you regularly review the explanation of benefits that you receive from your child's health insurer. If you see services that your child did not receive, please contact the insurer immediately.

We deeply regret any concern this may cause you, and we want to emphasize that your care will not be affected by this incident. Should you have any questions, please call 1-866-446-1405, from 9 a.m. to 9 p.m. Eastern Time, Monday through Friday.

Sincerely,

Daniel Dosoretz, M.D.  
President and CEO

Attachment

To receive the complimentary Family Secure product, you, as the parent, must enroll at the website with your activation code listed below. This activation code can only be used by the parent or guardian of the minor. Please keep in mind that, once activated, the code cannot be reused for another enrollment.

### Activate Family Secure Now in Three Easy Steps

1. ENSURE That You Enroll By: July 7, 2016 (Your code will not work after this date.)
2. VISIT the Family Secure Website to enroll: <http://www.familysecure.com/enroll>
3. PROVIDE Your Activation Code: <<code>>

If you have questions or need an alternative to enrolling online, please call (866) 271-3084 and provide engagement #: **PC98966**

### Your complimentary one-year Family Secure membership includes:

Parent or Legal Guardian:

- Daily monitoring of your Experian credit report with email notification of key changes, as well as monthly “no-hit” reports
- 24/7 credit report access: Unlimited, on-demand Experian reports and scores
- Experian credit score illustrator to show monthly score trending and analysis.

Children:

- Monthly monitoring to determine whether enrolled minors in your household have an Experian credit report
- Alerts of key changes to your children’s Experian credit report

All Members:

- Identity Theft Resolution assistance: Toll-free access to U.S.-based customer care and a dedicated Identity Theft Resolution agent who will walk you through the process of fraud resolution from start to finish for seamless service. They will investigate each incident; help contacting credit grantors to dispute charges and close accounts, including credit, debit, and medical insurance cards; assist with freezing credit files; and contact government agencies.
- \$2,000,000 Product Guarantee\*

Once your enrollment in Family Secure is complete, you should carefully review your credit report for inaccurate or suspicious items. If you have any questions about Family Secure, need help understanding something on your credit report, or suspect that an item on your credit report may be fraudulent, please contact Experian’s customer care team at (866) 271-3084.

Even if you choose not to take advantage of this free credit monitoring service, we recommend that you remain vigilant to the possibility of fraud and identity theft by reviewing your credit card, bank, and other financial statements for any unauthorized activity. You may also obtain a copy of your credit report, free of charge, directly from each of the three nationwide credit reporting agencies. To order a credit report, free of charge, once every twelve months, please visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call toll-free at 1-877-322-8228. Contact information for the three nationwide credit reporting agencies is as follows:

Equifax	Experian	TransUnion
PO Box 740241	PO Box 2002	PO Box 2000
Atlanta, GA 30374	Allen, TX 75013	Chester, PA 19022
<a href="http://www.equifax.com">www.equifax.com</a>	<a href="http://www.experian.com">www.experian.com</a>	<a href="http://www.transunion.com">www.transunion.com</a>
1-800-525-6285	1-888-397-3742	1-800-680-7289

If you believe you are or your child is the victim of identity theft or have reason to believe your or your child’s personal information has been misused, you should immediately contact the Federal Trade Commission and/or the Attorney General’s office in your home state. Contact information for the Federal Trade Commission is as follows:

Federal Trade Commission  
600 Pennsylvania Avenue, NW  
Washington, D.C. 20580  
[www.ftc.gov](http://www.ftc.gov)  
1-877-438-4338

You can obtain information from these sources about steps an individual can take to avoid identity theft as well as information about fraud alerts and security freezes. You should also contact your local law enforcement authorities and file a police report. Obtain a copy of the police report in case you are asked to provide copies to creditors to correct your records.

\* The Family Secure Product Guarantee is not available for Individuals who are residents of the state of New York.



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

<<mail id>>  
<<First Name>><<Last Name>>  
<<Address1>>  
<<City>><<State>><<Zip>>

<<Date>>

Dear <<First Name>> <<Last Name>>:

21<sup>st</sup> Century Oncology is a large network of physician practices across the United States. In some cases, our physicians see patients under their own practice names, and you may be unaware of their affiliation with our network. A list of current 21<sup>st</sup> Century Oncology physicians can be found at [www.21co.com/securityincident/physicianlist](http://www.21co.com/securityincident/physicianlist). 21<sup>st</sup> Century Oncology and all of our related physician practices are committed to maintaining the privacy and security of the personal information entrusted to us. Regrettably, we are writing to inform you of an incident involving some of that information.

On November 13, 2015, the Federal Bureau of Investigation (FBI) advised us that patient information was illegally obtained by an unauthorized third party who may have gained access to a 21<sup>st</sup> Century database. We immediately hired a leading forensics firm to support our investigation, assess our systems, and bolster security. The forensics firm determined that, on October 3, 2015, the intruder may have accessed the database, which contained patient information. On March 21, 2016, we determined that patient guarantor information was in the database, which may have included your name and Social Security number. You are listed as a guarantor for a 21<sup>st</sup> Century patient's insurance and/or billing for services.

The FBI asked that we delay notification or public announcement of the incident so as not to interfere with its investigation. Now that law enforcement's request for delay has ended, we are notifying individuals as quickly as possible. We continue to work closely with the FBI on its investigation of the intrusion into our system. In addition to security measures already in place, we have also taken steps to enhance internal security protocols to help prevent a similar incident in the future.

We have no indication that your information has been misused in any way; however, out of an abundance of caution, we are offering you a free one-year membership of Experian's<sup>®</sup> ProtectMyID<sup>®</sup> Alert. This product helps detect possible misuse of your personal information and provides you with identity protection services focused on immediate identification and resolution of identity theft. ProtectMyID Alert is completely free to you, and enrolling in this program will not hurt your credit score. For more information on identity theft prevention and ProtectMyID Alert, including instructions on how to activate your complimentary one-year membership, please see the additional information provided in this letter. We also recommend that you regularly review the explanation of benefits that you receive from your health insurer. If you see services that you or a family member did not receive, please contact your insurer immediately.

We deeply regret any concern this may cause you. Should you have any questions, please call 1-866-446-1405, from 9 a.m. to 9 p.m. Eastern Time, Monday through Friday.

Sincerely,

Daniel Dosoretz, M.D.  
President and CEO

Attachment

## Activate ProtectMyID Now in Three Easy Steps

1. ENSURE That You Enroll By: **07.22.2016** (Your code will not work after this date.)
2. VISIT the **ProtectMyID Website to enroll: [www.protectmyid.com/redeem](http://www.protectmyid.com/redeem)**
3. PROVIDE Your Activation Code: **<<code>>**

If you have questions or need an alternative to enrolling online, please call 866-271-3084 and provide engagement #: <<number>>

### ADDITIONAL DETAILS REGARDING YOUR 12-MONTH PROTECTMYID MEMBERSHIP:

A credit card is not required for enrollment.

Once your ProtectMyID membership is activated, you will receive the following features:

- **Free copy of your Experian credit report**
- **Surveillance Alerts for:**
  - Daily Bureau Credit Monitoring: Alerts of key changes and suspicious activity found on your Experian, Equifax®, and TransUnion® credit reports.
- **Identity Theft Resolution and ProtectMyID ExtendCARE:** Toll-free access to U.S.-based customer care and a dedicated Identify Theft Resolution agent who will walk you through the process of fraud resolution from start to finish for seamless service. They will investigate each incident; help with contacting credit grantors to dispute charges and close accounts, including credit, debit, and medical insurance cards; assist with freezing credit files; and contact government agencies.
  - It is recognized that identity theft can happen months and even years after a data breach. To offer added protection, you will receive ExtendCARE™, which provides you with the same high level of Fraud Resolution support even after your ProtectMyID membership has expired.
- **\$1 Million Identity Theft Insurance\*:** Immediately covers certain costs, including lost wages, private investigator fees, and unauthorized electronic fund transfers.

**Activate your membership today at [www.protectmyid.com/redeem](http://www.protectmyid.com/redeem) or call 866-271-3084 to register with the activation code above.**

Once your enrollment in ProtectMyID is complete, you should carefully review your credit report for inaccurate or suspicious items. If you have any questions about ProtectMyID, need help understanding something on your credit report, or suspect that an item on your credit report may be fraudulent, please contact Experian's customer care team at 866-271-3084.

Even if you choose not to take advantage of this free credit monitoring service, we recommend that you remain vigilant to the possibility of fraud and identity theft by reviewing your credit card, bank, and other financial statements for any unauthorized activity. You may also obtain a copy of your credit report, free of charge, directly from each of the three nationwide credit reporting agencies. To order your credit report, free of charge, once every twelve months, please visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call toll-free at 1-877-322-8228. Contact information for the three nationwide credit reporting agencies is as follows:

Equifax  
P.O. Box 740241  
Atlanta, GA 30374  
[www.equifax.com](http://www.equifax.com)  
1-800-685-1111

Experian  
P.O. Box 2002  
Allen, TX 75013  
[www.experian.com](http://www.experian.com)  
1-888-397-3742

TransUnion  
P.O. Box 1000  
Chester, PA 19022  
[www.transunion.com](http://www.transunion.com)  
1-800-916-8800

If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should immediately contact the Federal Trade Commission and/or the Office of the Attorney General in your home state. Contact information for the Federal Trade Commission is as follows:

Federal Trade Commission  
600 Pennsylvania Avenue, NW  
Washington, D.C. 20580  
[www.ftc.gov/idtheft](http://www.ftc.gov/idtheft)  
1-877-438-4338

You can obtain information from these sources about steps an individual can take to avoid identity theft as well as information about fraud alerts and security freezes. You should also contact your local law enforcement authorities and file a police report. Obtain a copy of the police report in case you are asked to provide copies to creditors to correct your records.

\* Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of AIG. The description herein is a summary, 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.