



To Enroll, Please Call:  
**1-877-288-8057**  
Or Visit:  
<https://www.experianidworks.com/identity>  
Activation Code: <<MembershipNumber>>

July 12, 2018

<<MemberFirstName>> <<MemberMiddleName>> <<MemberLastName>> <<Suffix>>  
<<Address1>>  
<<Address2>>  
<<City>>, <<State>> <<ZipCode>>

**Subject: Notice of Data Security Incident**

Dear <<MemberFirstName>> <<MemberLastName>>,

Billings Clinic is writing to inform you of a data security incident that involved some of your personal information. This incident did not include your Social Security number, credit card number, banking information, insurance information or access to the Billings Clinic electronic medical record system. However, because Billings Clinic takes the privacy and security of your information very seriously, we are writing to notify you of the incident.

**What happened?** On May 14, 2018, Billings Clinic became aware of unusual activity within one of our employee's email accounts. Billings Clinic immediately disabled access to the account, launched an investigation to determine what happened, and took action to further secure our email system. Billings Clinic also engaged a digital forensics firm to determine the nature and extent of the incident. As a result of the forensics investigation, we learned that an unauthorized individual had access to emails and attachments within that one account, some of which included patient information.

**What information was involved?** There was no unauthorized access to Billings Clinic's electronic medical record or financial systems, and there is no indication that your information has been misused. However, we want you to know that the following types of patient information were included in the email account: first initial or first name, last name, date of birth, contact information, medical record number, internal financial control number, diagnosis, and limited information about medical services received. Each patient had different types of information included in the emails, and no one email contained all of these types of information.

**What are we doing?** We are taking steps to limit the impact of this incident and to prevent similar incidents in the future. In addition to the steps referenced above, we have reported this incident to the appropriate authorities, including the FBI. We are also providing you with free identity monitoring services for 12 months through Experian.

**For more information:** If you have any questions about the incident or need assistance, you can contact our dedicated call center at 1-833-228-5708, Monday through Friday from 7:00 a.m. to 4:00 p.m. Mountain Time.

**What can you do?** You can contact Experian to enroll for free in the IdentityWorks identity monitoring services we are offering by calling 877-288-8057 or by going to <https://www.experianidworks.com/identity> and using the activation code provided at the top of the page. You must enroll in the services by <<ClientDef1>>. Suggestions on additional steps you can take to protect your information are included with this letter.

We are very sorry for any inconvenience or concern this may cause. Please do not hesitate to reach out to our dedicated call center if you have any questions.

Sincerely,

Jeremy Lougee  
Compliance Officer

\* Because this incident primarily involves data from 2008-2011, please accept our sincere apology if we have inadvertently sent this letter to the incorrect address or if the individual has passed away.

## STEPS YOU CAN TAKE TO FURTHER PROTECT YOUR INFORMATION

**Review Your Account Statements and Notify Law Enforcement of Suspicious Activity:** As a precautionary measure, we recommend that you remain vigilant by reviewing your account statements and credit reports closely. If you detect any suspicious activity on an account, you should promptly notify the financial institution or company with which the account is maintained. You also should promptly report any fraudulent activity or any suspected incidence of identity theft to proper law enforcement authorities, your state attorney general, and/or the Federal Trade Commission (FTC).

**Copy of Credit Report:** 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 <http://www.annualcreditreport.com/>, calling toll-free 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 this form at <https://www.annualcreditreport.com/cra/requestformfinal.pdf>. You also can contact one of the following three national credit reporting agencies:

<b>TransUnion</b>	<b>Experian</b>	<b>Equifax</b>	<b>Free Annual Report</b>
P.O. Box 1000	P.O. Box 9532	P.O. Box 140241	P.O. Box 105281
Chester, PA 19016	Allen, TX 75013	Atlanta, GA 30374	Atlanta, GA 30348
1-877-322-8228	1-888-397-3742	1-866-349-5191	1-877-322-8228
<a href="http://www.transunion.com">www.transunion.com</a>	<a href="http://www.experian.com">www.experian.com</a>	<a href="http://www.equifax.com">www.equifax.com</a>	<a href="http://annualcreditreport.com">annualcreditreport.com</a>

**Fraud Alert:** 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 credit reporting agencies identified above. Additional information is available at <http://www.annualcreditreport.com>.

**Security Freeze:** In some U.S. states, you have the right to put a security freeze on your credit file. This will prevent new credit from being opened in your name without the use of a PIN number that is issued to you when you initiate the freeze. A security freeze is designed to prevent potential creditors from accessing your credit report without your consent. As a result, using a security freeze may interfere with or delay your ability to obtain credit. You must separately place a security freeze on your credit file with each credit reporting agency. If you request a security freeze from a consumer reporting agency there may be a fee up to \$10 to place, lift or remove the security freeze. In order to place a security freeze, you may be required to provide the consumer reporting agency with information that identifies you including your full name, Social Security number, date of birth, current and previous addresses, a copy of your state-issued identification card, and a recent utility bill, bank statement, or insurance statement.

**Additional Free Resources:** You can obtain information from the consumer reporting agencies, the FTC or from your respective state Attorney General about steps you can take toward preventing identity theft. You may report suspected identity theft to local law enforcement, including to the FTC at the address below, or to the Attorney General in your state.

<b>Federal Trade Commission</b>	<b>Maryland Attorney General</b>	<b>North Carolina Attorney General</b>
600 Pennsylvania Ave, NW	200 St. Paul Place	9001 Mail Service Center
Washington, DC 20580	Baltimore, MD 21202	Raleigh, NC 27699
<a href="http://consumer.ftc.gov">consumer.ftc.gov</a> , and	<a href="http://oag.state.md.us">oag.state.md.us</a>	<a href="http://ncdoj.gov">ncdoj.gov</a>
<a href="http://www.ftc.gov/idtheft">www.ftc.gov/idtheft</a>	1-888-743-0023	1-877-566-7226
1-877-438-4338		

**Rhode Island Attorney General**  
150 South Main Street  
Providence, RI 02903  
<http://www.riag.ri.gov>  
401-274-4400

You also have certain rights under the Fair Credit Reporting Act (FCRA), including: to know what is in your file; to dispute incomplete or inaccurate information; and to have consumer reporting agencies correct or delete inaccurate, incomplete, or unverifiable information. For more information about the FCRA, please visit <https://www.consumer.ftc.gov/articles/pdf-0096-fair-credit-reporting-act.pdf>.

To help protect your identity, we are offering a **complimentary** one-year membership of Experian IdentityWorks<sup>SM</sup> Identity. This product helps detect possible misuse of your personal information and provides you with superior identity protection support focused on immediate identification and resolution of identity theft.

### Activate IdentityWorks Identity Now in Three Easy Steps

1. ENROLL by: <<ClientDef1(Date)>> (Your code will not work after this date.)
2. VISIT the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/identity>
3. PROVIDE the Activation Code: <<MembershipNumber>>

If you have questions about the product or need assistance with identity restoration, please contact Experian's customer care team at 877-288-8057. Be prepared to provide engagement number <<ClientDef2(Engagement Number)>> as proof of eligibility for the identity restoration services by Experian.

#### ADDITIONAL DETAILS REGARDING YOUR 12-MONTH EXPERIAN IDENTITYWORKS IDENTITY MEMBERSHIP:

A credit card is **not** required for enrollment in Experian IdentityWorks Identity.

You can contact Experian **immediately without needing to enroll in the product** regarding any fraud issues. Identity Restoration specialists are available to help you address credit and non-credit related fraud.

Once you enroll in Experian IdentityWorks, you will have access to the following additional features:

- **Internet Surveillance:** Technology searches the web, chat rooms & bulletin boards 24/7 to identify trading or selling of your personal information on the Dark Web.
- **Experian IdentityWorks ExtendCARE™:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **\$1 Million Identity Theft Insurance\*\*:** Provides coverage for certain costs and unauthorized electronic fund transfers.

**Activate your membership today at <https://www.experianidworks.com/identity>**

**What you can do to protect your information:** There are additional actions you can consider taking to reduce the chances of identity theft or fraud on your account(s). Please refer to [www.ExperianIDWorks.com/restoration](http://www.ExperianIDWorks.com/restoration) for this information.

\* Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of American International Group, Inc. (AIG). The description herein is a summary and 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.