



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

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

<<Date>>

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

Bon Secours Health System, Inc. and its affiliates (“Bon Secours”) are committed to maintaining the privacy and security of our patients’ health information. Regrettably, we are writing to inform you of an incident involving one of our vendor’s handling of some of that information.

On June 14, 2016, Bon Secours discovered that files containing patient information had inadvertently been left accessible via the internet by one of our vendors, R-C Healthcare Management. While attempting to adjust their computer network settings from April 18, 2016 to April 21, 2016, R-C Healthcare Management inadvertently made files located within their computer network accessible via the internet. When Bon Secours discovered this issue, Bon Secours notified R-C Healthcare Management of this issue so that information could no longer be accessed via the internet. Upon receiving the notification, R-C Healthcare Management immediately took steps to secure the information so that it could no longer be accessed via the internet.

We, at Bon Secours, immediately began an internal investigation into this matter. Our investigation determined that the files that were available via the internet may have contained your name, health insurer’s name, health insurance identification number, your social security number, and limited clinical information. Your medical records were not made available via the internet. Your medical care has not and will not be affected.

We have no knowledge that the information contained within the files has been misused in any way. However, as a precaution, we are offering you a free one year membership to Experian’s® ProtectMyID® 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. Experian’s® 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 Experian’s® 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 review the statements that you receive from health insurance provider. If you see that your insurer has been charged for services or procedures that you did not receive, you should contact your insurer to notify them of your concerns. Unfortunately, we are not able to contact your insurer on your behalf.

We deeply regret any concern this may cause you. To help prevent something like this from happening in the future, we are reinforcing standards with our vendors to ensure our patients’ information is securely maintained. If you have any questions or concerns regarding this matter, please do not hesitate to contact 1-888-522-8917, Monday through Friday, between the hours of 9:00 a.m. and 9:00 p.m. Eastern Time.

Sincerely,

Kotrina O’Neal
Chief Privacy Officer
Bon Secours Health System, Inc.

Activate ProtectMyID Now in Three Easy Steps

1. ENSURE That You Enroll By: November 16, 2016 (Your code will not work after this date.)
2. VISIT the ProtectMyID Web Site to enroll: www.protectmyid.com/redeem
3. PROVIDE Your Activation Code: <<code>>

If you have questions or need an alternative to enrolling online, please call 877-288-8057 and provide engagement #: PC103257

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 & suspicious activity found on your Experian, Equifax® and TransUnion® credit reports.
- **Identity Theft Resolution & ProtectMyID ExtendCARE:** Toll-free access to US-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; 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 or call 877-288-8057 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 877-288-8057.

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 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 www.equifax.com 1-800-685-1111	Experian PO Box 2002 Allen, TX 75013 www.experian.com 1-888-397-3742	TransUnion PO Box 1000 Chester, PA 19016 www.transunion.com 1-800-916-8800
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If you believe that you are the victim of identity theft or have reason to believe that 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, DC 20580
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 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.



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We, at Bon Secours, immediately began an internal investigation into this matter. Our investigation determined that the files that were available via the internet may have contained your child’s name, health insurer’s name, health insurance identification number, your child’s social security number, and limited clinical information. Your child’s medical records were not made available via the internet. Your child’s medical care has not and will not be affected.

We have no knowledge that the information contained within the files has been misused in any way. However, as a precaution, we are offering you, the parent or guardian, a free one year membership to Experian’s® FamilySecure®. FamilySecure® monitors your Experian credit report to remind you of key changes. In addition FamilySecure® 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®, including instructions on how to activate your complimentary one-year membership, please see the additional information provided in the next page of the letter. We also recommend that you review the statements that you receive from your health insurance provider. If you see that your insurer has been charged for services or procedures that your child did not receive, you should contact your insurer to notify them of your concerns. Unfortunately, we are not able to contact your insurer on your behalf.

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To receive the complimentary Family Secure product, you as the parent must enroll at the web site 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 re-used for another enrollment.

Activate Family Secure Now in Three Easy Steps

- 1. ENSURE That You Enroll By: November 16, 2016 (Your code will not work after this date.)**
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If you have questions or need an alternative to enrolling online, please call (877) 288-8057 and provide engagement #: **PC103258**

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 US-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; 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 877-288-8057.

Even if you choose not to take advantage of this free 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 12 months, please visit www.annualcreditreport.com or call toll free at 1-877-322-8228. Contact information for the three nationwide credit reporting agencies is as follows:

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www.equifax.com
1-800-525-6285

Experian
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Allen, TX 75013
www.experian.com
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Chester, PA 19016
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1-800-680-7289

If you believe you or your child are 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:

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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.

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



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*Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of 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.



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



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Sincerely,

A handwritten signature in cursive script that reads "Kotrina O'Neal".

Kotrina O’Neal
Chief Privacy Officer
Bon Secours Health System, Inc.

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