



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

<<Mail ID>>
<<Name>>
<<Address1>>
<<Address2>>
<<City>>,<<State>><<Zip>>

<<Date>>

Dear <Name>:

Citizens Memorial Hospital District and Citizens Memorial Healthcare Foundation (collectively, "Citizens Memorial") are committed to maintaining the privacy and security of our current and former employees' personal information. Regrettably, we are writing to inform you of an incident involving some of that information.

On February 9, 2017, we learned that a targeted "spear phishing" email message had been sent to a Citizens Memorial employee on February 8, 2017. Spear phishing emails are an attempt by an individual or group to solicit personal information from unsuspecting users by employing social engineering techniques. Phishing emails are crafted to appear as if they have been sent from a legitimate organization or known individual. The email our employee received was carefully designed to appear as though it had been sent to the employee by a Citizens Memorial executive requesting 2016 Forms W2. Believing the email to be legitimate, an employee replied to the message on the day the email was received and attached 2016 W2 information for current and former employees, which included your name, Social Security number, and earnings information. While the email and attachment were encrypted by our encryption software, the unauthorized individual was able to login and access the email and attachment.

We have notified the FBI, the IRS, and state taxing authorities of the incident. The IRS has indicated to us that they will monitor affected employees' returns for the purposes of attempting to prevent fraudulent tax refunds from being paid out.

We recognize this issue can be frustrating and we are taking steps to help protect you and to safeguard the personal information we receive and maintain going forward. **We are offering a complimentary two-year membership of Experian's® ProtectMyID® Alert.** 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. ProtectMyID Alert is completely free and enrolling in this program will not hurt your credit score. Unfortunately, due to privacy laws, we are not able to enroll you directly. **For more information on ProtectMyID Alert and instructions on how to activate your complimentary two-year membership, please see the next page of this letter.**

We regret any concern this may cause you. To help prevent something like this from happening again, we are aggressively analyzing where process changes are needed and will take the appropriate actions. Should you have further questions regarding this incident, you may call please call 1-844-808-4887, Monday through Friday, from 8:00 a.m. to 8:00 p.m. Central Time, excluding holidays.

Sincerely,

Donald J. Babb
Chief Executive Officer/Executive Director

ACTIVATE PROTECTMYID NOW IN THREE EASY STEPS

1. ENSURE That You Enroll By: <Enrollment Date> (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: <Enrollment Code>

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

ADDITIONAL DETAILS REGARDING YOUR 24-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 the identity theft protection services we are offering, 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 once every 12 months. To order your credit report, please visit www.annualcreditreport.com or call toll free at 877-288-8057. Contact information for the three nationwide credit reporting agencies is as follows:

Equifax
P.O. Box 740241
Atlanta, GA 30374
www.equifax.com
(800) 685-1111

Experian
P.O. Box 2002
Allen, TX 75013
www.experian.com
(888) 397-3742

TransUnion
P.O. Box 2000
Chester, PA 19016
www.transunion.com
(800) 680-7289

*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.

If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should 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
(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.