

[CHAI Letterhead with mailing address]

April 1, 2016

VIA FIRST CLASS MAIL

[address]

Re: Notice of Data Breach

Dear [insert name]:

I am writing to inform you that we have been made aware of a security incident that compromised your personal information contained in your 2015 W-2 form.

What Happened

On March 21, 2016, an unauthorized individual sent a fraudulent email using what appeared as an @clintonhealthaccess.org address and appearing to be from a member of CHAI senior leadership to a CHAI employee requesting the 2015 W-2 forms of CHAI employees. The request was responded to and the information was sent to an unauthorized outside email address that was masked as a CHAI email address.

What Information Was Involved

The information compromised consists of the information found on W-2 forms, including your full name and Social Security number.

What We Are Doing

The compromised information can be used to file a fraudulent tax return under your Social Security number. We understand that the IRS does not hold individuals financially responsible for this type of identity theft, but if you are victimized by it, you should report it to the IRS and applicable state taxing authorities so that they can rectify the situation. We will assist all CHAI employees that have been affected with the preparation of the forms that should be submitted to federal and state taxing authorities.

In addition, to help you protect yourself from identity theft, we are offering you a two-year membership in an ID theft monitoring service, at no cost to you. In order to access this service you should log on to the following URL **{insert url}** and use your unique code **{insert mail-merge code}**. Once you log on using your unique code, you will have access to additional information regarding the ID theft monitoring service.

We suggest that you also actively monitor your financial account statements and the free credit reports that are available to you, and report any unauthorized activity to your bank and/or credit bureau, and to us.

Finally, we are taking steps to prevent something like this from happening again, including by adding a second level of internal approval for any out of the ordinary requests for personal data or execution of funds.

What You Can Do

You may also put a “credit freeze” on your credit file so that no new credit can be opened in your name without the use of a PIN number that is issued to you when you initiate the freeze. Please note that placing a credit freeze may delay your applications for credit, mortgage, employment, housing, insurance, utilities or even cellular telephone service. The following links provide instructions for placing a credit freeze at the three national credit bureaus:

<https://www.experian.com/ncaonline/freeze>

<https://freeze.transunion.com/sf/securityFreeze/landingPage.jsp>

https://www.freeze.equifax.com/Freeze/jsp/SFF_PersonalIDInfo.jsp

Enclosed with this letter is additional information that may assist you to protect yourself from identity theft.

We continue to investigate this matter and will inform you of any additional information we uncover that may be helpful to you.

For More Information

If you have any questions about this incident, I encourage you to contact us by telephone at (844) 219-4348, or by e-mail at hr@clintonhealthaccess.org.

We truly regret any inconvenience to you.

Sincerely,

Staph Leavenworth Bakali, President & Chief Operating Officer

U.S. State Notification Requirements

For residents of California, Hawaii, Illinois, Iowa, Maryland, Michigan, Missouri, North Carolina, Oregon, Vermont, Virginia, Washington, West Virginia, and Wyoming:

It is recommended by state law that you remain vigilant for incidents of fraud and identity theft by reviewing credit card account statements and monitoring your credit report for unauthorized activity. You may obtain a copy of your credit report, free of charge, whether or not you suspect any unauthorized activity on your account by contacting any one or more of the national consumer reporting agencies listed below. They can also provide you with information about fraud alerts and security freezes.

Equifax

P.O. Box 740241
Atlanta, GA 30348
1-800-685-1111
www.equifax.com

Experian

P.O. Box 2104
Allen, TX 75013
1-888-397-3742
www.experian.com

TransUnion

P.O. Box 6790
Fullerton, CA 92834-6790
1-877-322-8228
www.transunion.com

For residents of Iowa:

State law advises you to report any suspected identity theft to law enforcement or to the Attorney General.

For residents of Oregon:

State laws advise you to report any suspected identity theft to law enforcement, as well as the Federal Trade Commission.

For residents of Illinois, Maryland and North Carolina:

State laws require us to tell you that you can obtain information from the Federal Trade Commission about steps you can take to avoid identity theft (including how to place a fraud alert or security freeze). If you are a Maryland or North Carolina resident, you may also be able to obtain this information from your state's Attorney General.

MD Attorney General's Office

Consumer Protection Division
200 St. Paul Place
Baltimore, MD 21202
1-888-743-0023
www.oag.state.md.us

NC Attorney General's Office

Consumer Protection Division
9001 Mail Service Center
Raleigh, NC 27699-9001
1-877-566-7226
<http://www.ncdoj.gov/>

Federal Trade Commission

Consumer Response Center
600 Pennsylvania Avenue, NW
Washington, DC 20580
1-877-IDTHEFT (438-4338)
www.ftc.gov/bcp/edu/microsites/idtheft/

For residents of Massachusetts and West Virginia:

State laws require us to inform you of your right to obtain a police report if you are a victim of identity theft. You also have the right to place a security freeze on your credit report. A security freeze is intended to prevent credit, loans and services from being approved in your name without your consent; however, using a security freeze may delay your ability to obtain credit.

To place a security freeze on your credit report, you need to send a request to a consumer reporting agency by certified mail, overnight mail, or regular stamped mail. The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past five years; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. The request must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, display your name and current mailing address, and the date of issue. The consumer reporting agency may charge a fee of up to \$5.00 to place a freeze or lift or remove a freeze, unless you are a victim of identity theft or the spouse of a victim of identity theft, and you have submitted a valid police report relating to the identity theft incident to the consumer reporting agency.

Equifax Security Freeze

P.O. Box 105788
Atlanta, GA 30348
www.equifax.com

Experian Security Freeze

P.O. Box 9554
Allen, TX 75013
www.experian.com

TransUnion (FVAD)

P.O. Box 6790
Fullerton, CA 92834-6790
www.transunion.com