

BAYLOR GENETICS

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

**IMPORTANT INFORMATION
PLEASE REVIEW CAREFULLY**

<<Mail ID>>
<<Name 1>>
<<Name 2>>
<<Address 1>>
<<Address 2>>
<<Address 3>>
<<Address 4>>
<<Address 5>>
<<City>><<State>><<Zip>>
<<Country>>

<<Date>>

Dear <<Name1>>:

The privacy and security of the personal information we maintain is of the utmost importance to Baylor Genetics (“Baylor”). We are writing with important information regarding a recent data security incident that may have involved some of your information. Within the last few months, you had testing performed at the direction of your physician. One or more of those tests were referred to Baylor, located in Houston, Texas. This letter is to inform you of a security incident at Baylor, the details of which follow. We want to provide you with information about the incident and let you know that we continue to take significant measures to protect your information.

What Happened?

As a result of a phishing email, an unauthorized party obtained access to three (3) employee email accounts in October 2019. The phishing email was received by several Baylor employees in October 2019 and the unauthorized party is believed to have gained access to the employee email accounts shortly thereafter.

What We Are Doing.

Upon learning of this issue, we commenced a prompt and very thorough investigation. As part of our investigation, we have worked very closely with external cybersecurity professionals. The forensic investigation is ongoing. However, we discovered on November 15, 2019, that one or more of the accessed email accounts contained some of your protected health information.

What Information Was Involved.

The impacted email account(s) contained some of your protected health information, including your full name, date of birth, test ordered, and patient account number. Your Social Security number and financial information **were not** included in the information accessed.

What You Can Do.

This letter provides precautionary measures you can take to protect your medical information on the following pages.

For More Information.

Please accept our apologies that this incident occurred. We remain fully committed to maintaining the privacy of personal information in our possession and have taken many precautions to safeguard it and to prevent subsequent occurrences. We continually evaluate and modify our practices to enhance the security and privacy of your personal information.

If you have any further questions regarding this incident, please call our dedicated and confidential toll-free response line that we have set up to respond to questions at 833-991-1518. This response line is staffed with professionals familiar with this incident and knowledgeable on what you can do to protect against misuse of your information. The response line is available Monday through Friday, 8 a.m. to 8 p.m. CST.

Sincerely,

Kengo Takishima

Kengo Takishima
President and CEO
Baylor Genetics

Protecting Your Medical Information

The following practices can provide additional safeguards to protect against medical identity theft.

- Only share your health insurance cards with your health care providers and other family members who are covered under your insurance plan or who help you with your medical care.
- Review your “explanation of benefits statement,” which you receive from your health insurance company. Follow up with your insurance company or care provider regarding any items you do not recognize. If necessary, contact the care provider on the explanation of benefits statement and ask for copies of medical records from the date of the potential access (noted above) to current date.
- Ask your insurance company for a current year-to-date report of all services paid for you as a beneficiary. Follow up with your insurance company or care provider regarding any items you do not recognize.

