

February 4, 2020

<<first_name>> <<middle_name>> <<last_name>> <<suffix>>
<<address_1>>
<<address_2>>
<<city>>, <<state_province>> <<postal_code>>
<<country >>

Dear <<first_name>> <<middle_name>> <<last_name>> <<suffix>>,

This letter is to inform you of a recent security incident that may have impacted your health information maintained by Overlake Medical Center & Clinics. This letter describes the incident, outlines the measures we have taken in response, and provides information regarding steps you can take to help protect your information.

On December 9, 2019, we learned that unidentified third parties obtained the login credentials of one Overlake email account. The third parties acquired the credentials by sending a deceptive email to Overlake's staff members asking them to enter the username and password of their Overlake account on a web page that was linked in the emails. This type of cybersecurity incident is commonly known as a "phishing" scam. The third parties then used the credentials of the one email account to send a second series of phishing emails to Overlake staff members in another attempt to obtain additional account usernames and passwords.

Within hours, we secured the accounts and immediately began an investigation. The investigation determined that the third parties had access to the initially affected account from December 6–9, 2019, and the subsequently affected email accounts for just a few hours on December 9, 2019. Our investigation cannot rule out that the third parties accessed specific information stored in the email accounts, which **may** have included one or more of the following: your demographic information (such as full name, date of birth, phone number, address), health insurance information (such as name of insurer or insurance ID number), and certain health information (such as diagnosis and treatment information) related to the care you received at Overlake.

We are extremely sorry for this situation and understand it may cause you some concern. We work hard to earn your trust, and that includes protecting sensitive information about you. We take patient confidentiality very seriously.

Although our investigation is ongoing, at this time, we have no evidence that your Social Security number or driver's license number was contained in the email accounts. If after a more detailed review we find that your Social Security number or driver's license number was included in the email accounts, we will send you another letter with an offer of free credit monitoring and identity protection services.

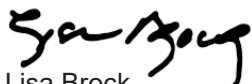
At this time, we have no reason to believe that any of the information stored in the affected email accounts is sufficient for someone to steal your identity or impact your credit. However, in an abundance of caution, we want to advise you of this incident and assure you that we take it very seriously. We recommend that you carefully review the statements you receive from your healthcare providers and health insurers. If you see services you did not receive, please contact the provider or insurer immediately.

As a result of this incident, Overlake Medical Center & Clinics has implemented additional security measures to protect our systems and help prevent similar situations from happening in the future. Specific actions include:

- Resetting passwords for all compromised employee accounts to prevent further unauthorized access;
- Enhancing the already mandatory education for employees to help them better recognize and avoid phishing emails;
- Enhancing the technology in use to identify and block suspicious external emails; and implementing multi-factor authentication, which requires staff to go through multiple steps to verify their identity in order to access systems.

Again, we deeply regret that this incident occurred and apologize for any concern or inconvenience it may cause you. If you have further questions, please contact our dedicated and confidential toll-free helpline at 1-844-902-2033, Monday through Friday, 6:00 a.m. to 3:30 p.m., Pacific Time.

Sincerely,



Lisa Brock
Chief Compliance Officer, Overlake Medical Center & Clinics