



**HCM** | HILL COUNTRY  
MEMORIAL

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

<<Mail ID>>  
<<Name1>>  
<<Address1>>  
<<Address2>>  
<<City>>, <<State>><<Zip>>

<<Date>>

Dear <<Name1>>:

Thank you for allowing Hill Country Memorial Hospital (“Hill Country”) to serve your healthcare needs. We take patient privacy seriously, and as part of that commitment, we are sending you this letter to make you aware of an issue that affects your personal information. Please read this letter carefully.

Hill Country has recently learned that, on February 21, 2017, the email account of an employee in our emergency room department was accessed by an unauthorized individual not affiliated with Hill Country. Our investigation to date suggests that the individual used his access to the email account only for the purpose of submitting fraudulent invoices to our accounts payable department for payment. However, we cannot confirm which, if any, emails in the account the individual accessed and whether there was any resulting acquisition, access, use, or disclosure of your personal information, but it is possible. Therefore, out of an abundance of caution, we are notifying all potentially affected individuals about this issue. In that regard, it is possible that the individual may have had access to email(s) containing your following information:

<<Patient ID>>  
<<Patient Name>>  
<<Prescription>>  
<<Treatment>>  
<<Diagnosis>>  
<<Procedure>>  
<<DOB>>  
<<SSN>>  
<<Name>>  
<<Address>>

Hill Country takes the protection of your personal information seriously and is taking steps to continue investigating this incident, help mitigate the potential for harm, and prevent this from happening again. In that regard, we have secured the affected email account, have changed all passwords used to log in to our computers, and are evaluating additional measures to further strengthen our data security. We also have reported the incident to law enforcement and will cooperate with any investigation.

As an additional precautionary measure to safeguard your information from potential misuse, we have partnered with Equifax® to provide its Credit Watch™ Gold identity theft protection product for one year at no charge to you. A description of this product is provided in the attached material, which also contains instructions about how to enroll (including your personal activation code). If you choose to take advantage of this product, it will provide you with a notification of any changes to your credit information, up to \$25,000 Identity Theft Insurance Coverage, and access to your credit report. You must complete the enrollment process by July 31, 2017. We urge you to consider enrolling in this product, at our expense, and reviewing the additional resources enclosed with this letter.

You also may obtain a free copy of your credit report once a year online at [www.annualcreditreport.com](http://www.annualcreditreport.com) or by calling (877) 322-8228. Once you receive your report, you should review it carefully for any discrepancies or any inaccurate or suspicious items, identify any accounts you did not open or inquiries you did not authorize, and immediately report any incorrect information to the credit reporting company. Even if you do not find any suspicious activity on your initial credit reports, the Federal Trade Commission recommends that you check them periodically. For more information on how to protect yourself, please visit the FTC's consumer website at [www.consumer.ftc.gov/topics/privacy-identity](http://www.consumer.ftc.gov/topics/privacy-identity).

In addition, you can place a fraud alert or security freeze on your credit file by contacting one or more of the three national credit reporting agencies listed below. A fraud alert tells lenders to contact you before they open any new accounts or change your existing accounts, while placing a security freeze will prevent lenders from accessing your credit report in connection with new credit application, which will prevent them from opening an accounting or extending credit.

Equifax  
1-800-685-1111  
[www.equifax.com](http://www.equifax.com)

Experian  
1-888-397-3742  
[www.experian.com](http://www.experian.com)

TransUnion  
1-800-888-4213  
[www.transunion.com](http://www.transunion.com)

We are very sorry for any concern or inconvenience this incident has caused or may cause you, and we encourage you to take advantage of the Equifax® services being offered. If you have any other questions or concerns that you would like to discuss, please call our dedicated, toll-free incident response hotline at 888-750-9297.

Sincerely,



Jayne Pope, CEO

### Additional Notification Information

**For residents of California, Hawaii, Illinois, Iowa, Kentucky, 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  
(800) 685-1111  
www.equifax.com

Experian  
P.O. Box 9532  
Allen, TX 75013  
(888) 397-3742  
www.experian.com

TransUnion  
P.O. Box 1000  
Chester, PA 19022  
(800) 888-4213  
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 law advises you to report any suspected identity theft to law enforcement, including the Attorney General and the Federal Trade Commission.

**For residents of Illinois, Maryland, Michigan, 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, Michigan, or North Carolina resident, you may also be able to obtain this information from your state's Attorney General.

MD Attorney  
General's Office  
200 St. Paul Place  
Baltimore, MD 21202  
(888) 746-0023  
www.oad.state.md.us

NC Attorney  
General's Office  
9001 Mail Service Center  
Raleigh, NC 27699  
(877) 566-7226  
www.ncdoj.gov

MI Attorney  
General's Office  
P.O. Box 30213  
Lansing, MI 48909  
(877) 765-8388  
www.michigan.gov/ag

Federal Trade Commission  
600 Pennsylvania Ave.  
Washington, DC 20580  
1-(877)-IDTHEFT  
www.consumer.ftc.gov

**For residents of Connecticut, Massachusetts, 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 prohibits a credit reporting agency from releasing any information from a consumer's credit report without written authorization; however, using a security freeze may delay your ability to obtain credit.

To place a security freeze on your credit report, 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: (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; (5) Proof of current address, such as a current utility or telephone bill, (6) a legible photocopy of a government issued identification, and (7) 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 \$10.00 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  
www.transunion.com



Activation Code: <<INSERT Credit Monitoring Code>>

<p><u>About the Equifax Credit Watch™ Gold identity theft protection product</u></p> <p>Equifax Credit Watch will provide you with an “early warning system” to changes to your credit file. Note: You must be over age 18 with a credit file in order to take advantage of the product.</p>	<p>Equifax Credit Watch provides you with the following key features and benefits:</p> <ul style="list-style-type: none"><li>○ Comprehensive credit file monitoring and automated alerts of key changes to your <b>Equifax</b> credit report</li><li>○ Wireless alerts and customizable alerts available (available online only)</li><li>○ Access to your Equifax Credit Report™</li><li>○ Up to \$25,000 in identity theft insurance with \$0 deductible, at no additional cost to you †</li><li>○ Live agent Customer Service 7 days a week from 8 a.m. to 3 a.m. to assist you in understanding the content of your Equifax credit information, to provide personalized identity theft victim assistance, and help initiate an investigation of inaccurate information.</li><li>○ 90 day Fraud Alert placement with automatic renewal functionality* (available online only)</li></ul>
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**How to Enroll: You can sign up online or over the phone**

<p>To sign up online for <b>online delivery</b> go to <a href="http://www.myservices.equifax.com/gold">www.myservices.equifax.com/gold</a></p> <ol style="list-style-type: none"><li>1. <u>Welcome Page</u>: Enter the Activation Code provided at the top of this page in the “Activation Code” box and click the “Submit” button.</li><li>2. <u>Register</u>: Complete the form with your contact information (name, gender, home address, date of birth, Social Security Number and telephone number) and click the “Continue” button.</li><li>3. <u>Create Account</u>: Complete the form with your email address, create a User Name and Password, check the box to accept the Terms of Use and click the “Continue” button.</li><li>4. <u>Verify ID</u>: The system will then ask you up to four security questions to verify your identity. Please answer the questions and click the “Submit Order” button.</li><li>5. <u>Order Confirmation</u>: This page shows you your completed enrollment. Please click the “View My Product” button to access the product features.</li></ol>	<p>To sign up by phone for <b>US Mail delivery</b>, dial 1-866-937-8432 for access to the Equifax Credit Watch automated enrollment process. Note that all credit reports and alerts will be sent to you via US Mail only.</p> <ol style="list-style-type: none"><li>1. <u>Activation Code</u>: You will be asked to enter your enrollment code as provided at the top of this letter.</li><li>2. <u>Customer Information</u>: You will be asked to enter your home telephone number, home address, name, date of birth and Social Security Number.</li><li>3. <u>Permissible Purpose</u>: You will be asked to provide Equifax with your permission to access your credit file and to monitor your file. Without your agreement, Equifax cannot process your enrollment.</li><li>4. <u>Order Confirmation</u>: Equifax will provide a confirmation number with an explanation that you will receive your Fulfillment Kit via the US Mail (when Equifax is able to verify your identity) or a Customer Care letter with further instructions (if your identity can not be verified using the information provided). Please allow up to 10 business days to receive this information.</li></ol>
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† Identity Theft Insurance underwritten by insurance company subsidiaries or affiliates of American International Group, Inc. 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. This product is not intended for minors (under 18 years of age)

\* The Automatic Fraud Alert feature made available to consumers by Equifax Information Services LLC and fulfilled on its behalf by Equifax Consumer Services