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6323 Seventh Avenue  
 Brooklyn, NY 11220



REDACTED

May 19, 2016

Dear REDACTED :

Metropolitan Jewish Health System, Inc. and its participating agencies and programs<sup>1</sup> (collectively, MJHS), are committed to protecting the security and confidentiality of our patients', residents', and members' personal information. Regrettably, we are writing to inform you about an incident involving some of that information.

On January 19, 2016, we learned that a "phishing" email was sent to several employees of MJHS participating agencies who responded to the email thinking that it was a legitimate request. Phishing is a scam where a person sends an email to a recipient pretending to be someone else and requests information from the recipient. The scam emails look legitimate and are designed to have the person respond.

When MJHS learned of this incident, we immediately secured the employees' email accounts and began an investigation. Our initial investigation showed that several emails containing patient, resident, and member information were forwarded from one employee's mailbox to an outside recipient. While we had no evidence that any malicious action was taken with this information, we notified the MJHS affected individuals whose information was contained in those emails and continued our investigation.

After an extensive investigation conducted by a leading third party forensic vendor, we were able to determine that no other emails were forwarded from any other employee mailboxes; however, we cannot definitively be sure that information in the email boxes was not otherwise accessed.

MJHS also conducted a thorough review of each employee's mailbox and confirmed that some emails in those accounts did contain MJHS patient, resident, or member information that may have included your name, insurance information, diagnosis, treatment date, social security number, treatment facilities, or other similar information.

We have no evidence to indicate that the information in our employees' mailboxes or your information in particular has been used in any way. However, as a precaution, we are offering you a free one-year membership to Experian's<sup>®</sup> ProtectMyID<sup>®</sup> Alert. This product helps detect possible misuse of your personal information and provides you with identity protection services focused on immediate identification and resolution of identity theft. ProtectMyID<sup>®</sup> Alert is completely free to you and enrolling in this program will not hurt your credit score. For more information on identity theft prevention and ProtectMyID<sup>®</sup> Alert, including instructions on how to activate your complimentary one-year membership, please see the additional information provided in this letter. We also recommend that you review the statements that you receive from your insurer. If you see services that you did not receive, please contact your insurer immediately.

In addition, please know that all MJHS employees have been reeducated regarding "phishing" emails, and we are reviewing enhancements for strengthening user login authentications.

If you have any questions that have not been addressed by this letter or would like to speak with someone regarding this incident, please call 1-866-796-2161, Monday through Friday between 9:00 a.m. and 7:00 p.m. Eastern time.

Sincerely,

Alexander Balko  
 President and CEO

<sup>1</sup> Menorah Home and Hospital for the Aged and Infirm d/b/a Menorah Center for Rehabilitation and Nursing Care; Metropolitan Jewish Home Care, Inc. d/b/a MJHS Home Care; MJHS Hospice and Palliative Care, Inc.; Institute for Applied Gerontology d/b/a MJHS Institute for Innovation in Palliative Care; Elderplan, Inc.; and Elderplan, Inc. d/b/a HomeFirst.

To help protect your identity, we are offering a **complimentary** one-year membership to 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.

### Activate ProtectMyID Now in Three Easy Steps

1. ENSURE **That You Enroll By: August 13, 2016** (Your code will not work after this date.)
2. VISIT the **ProtectMyID Web Site to enroll: [www.protectmyid.com/redeem](http://www.protectmyid.com/redeem)**
3. PROVIDE **Your Activation Code: REDACTED**

If you have questions or need an alternative to enrolling online, please call 877-288-8057 and provide engagement #: **PC101425**

### ADDITIONAL DETAILS REGARDING YOUR 12-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 Identity 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](http://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 this free credit monitoring service, 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. To order your credit report, free of charge, once every twelve months, please visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call toll-free at 1-877-322-8228. Contact information for the three nationwide credit reporting agencies is as follows:

Equifax  
PO Box 740241  
Atlanta, GA 30374  
[www.equifax.com](http://www.equifax.com)  
1-800-685-1111

Experian  
PO Box 2002  
Allen, TX 75013  
[www.experian.com](http://www.experian.com)  
1-888-397-3742

TransUnion  
PO Box 1000  
Chester, PA 19022  
[www.transunion.com](http://www.transunion.com)  
1-800-916-8800

If you believe that you are the victim of identity theft or have reason to believe that your personal information has been misused, you should immediately 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](http://www.ftc.gov/idtheft)  
1-877-438-4338

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.

\* 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.