



MASSACHUSETTS  
GENERAL HOSPITAL

Return Mail Processing  
PO Box 530  
Claysburg, PA 16625-0530

June 29, 2016

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SAMPLE A SAMPLE

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ANYTOWN, US 12345-6789



Dear Sample A Sample:

Massachusetts General Hospital (MGH) is deeply committed to the security and confidentiality of our patients' information, including any such information maintained by our third-party vendors. Regrettably, we are writing to inform you of an incident involving some of that information.

Patterson Dental Supply Inc. (PDSI) is a trusted third-party vendor that provides software that helps manage dental practice information for various providers, including MGH. On February 8, 2016, we learned that an unauthorized individual gained access to certain electronic files used on PDSI's systems, which we later confirmed contained some MGH dental practice information. PDSI reported the incident to law enforcement. Thereafter, law enforcement investigators required that any notification to potentially affected individuals and any public announcement of the incident should be withheld while they were conducting their investigation. On May 26, 2016, law enforcement gave permission to notify, and we began notification as quickly as possible once we completed our investigation.

Based on our investigation, with the cooperation of PDSI, we determined that the files stored by PDSI included limited information related to some of our dental practice patients. That information included patient name, date of birth and Social Security number. The information may have also included date and type of dental appointment, dental provider name and medical record number. Note that this incident did not involve any unauthorized access to any of MGH's systems or to any files maintained by MGH.

We are notifying you about this incident so you may take appropriate steps to protect your information. We recommend that you remain vigilant to the possibility of fraud and identity theft by reviewing your account statements for any unauthorized activity. Additionally, we are offering you 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 services focused on immediate identification and resolution of identity theft. ProtectMyID Alert is completely free to you and enrolling in this program will not hurt your credit score. Unfortunately, privacy laws prevent us from enrolling you directly. For more information on identity theft prevention and ProtectMyID Alert, including instructions on how to activate your complimentary one-year membership, please see the additional information provided in this letter.

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(OVER PLEASE)

We regret any inconvenience caused by this incident. To help prevent this type of incident from happening again, PDSI took steps to enhance the security of its systems that maintain dental practice data. If you have questions regarding this incident, please feel free to contact (877) 223-3764, Monday through Friday, 9 a.m. to 7 p.m. EST (Closed on U.S. observed holidays) and provide reference number 8832061416 when calling.

Sincerely,

A handwritten signature in black ink, appearing to read "Deborah Adair". The signature is fluid and cursive, with a prominent initial "D" and a long, sweeping tail.

Deborah Adair, MPH, MS, RHIA  
Director of Health Information Services/Privacy Officer

## ACTIVATE PROTECTMYID NOW IN THREE EASY STEPS

1. ENSURE That You Enroll By: **September 30, 2016** (Your code will not work after this date)
2. Visit the ProtectMyID Web Site: [www.protectmyid.com/redeem](http://www.protectmyid.com/redeem)
3. PROVIDE Your Activation Code: **ABCDEFGHI**

If you have questions or need an alternative to enrolling online, please call 877-371-7902 and provide engagement #: **PC102362**

### 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<sup>1</sup>:** Immediately covers certain costs including, lost wages, private investigator fees, and unauthorized electronic fund transfers.

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 877-371-7902.

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<sup>1</sup> Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of American International Group, Inc. (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.

Even if you do not take advantage of the credit monitoring services, we encourage you to 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, 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)  
1-800-465-7166

Experian  
PO Box 9554  
Allen, TX 75013  
[www.experian.com](http://www.experian.com)  
1-888-397-3742

TransUnion  
PO Box 2000  
Chester, PA 19016  
[www.transunion.com](http://www.transunion.com)  
1-800-916-8800

If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should immediately contact the Federal Trade Commission and/or the Attorney General's office 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](http://www.ftc.gov)  
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.