

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

<<mail id>>  
<<Name1>>  
<<Name2>>  
<<Address1>>  
<<Address2>>  
<<City>><<State>><<Zip>>

<<Date>>

Dear <<Name>>:

We are writing to inform you of an incident at St. Luke's Cornwall Hospital ("SLCH") that may have resulted in the disclosure of your personal information, including your name and limited protected health information. Your Social Security number and electronic medical records were not exposed, and remain secure. We take the security of your personal information very seriously, and sincerely apologize for any inconvenience this incident may cause. This letter contains information about steps you can take to protect your information, and resources we are making available to help you.

On October 31, 2015, after business hours, an individual entered a restricted treatment area of SLCH and stole a USB thumb drive. We immediately began an investigation to determine what information was on the thumb drive. As a result of our investigation, we have determined that a file on the stolen thumb drive may have contained your name, medical record number, date of service, type of imaging service you may have received, and administrative-type information used for internal business purposes. The stolen thumb drive did not contain your Social Security number or your electronic medical records. As soon as we discovered the theft, we notified law enforcement and are cooperating with their investigation.

Although we are unaware of any misuse of your information, as an added precaution, we are offering identity theft recovery services through ID Experts®, the data breach and recovery services expert. ID Experts' fully managed recovery services will provide you 12 months of complete access to their fraud resolution representatives at no cost to you. With this protection, ID Experts will help you resolve issues if your identity is compromised.

We want you to know that we are taking steps to stop a similar event from occurring in the future, and to protect the privacy and security of your information. This includes requiring passwords and encryption protection for all thumb drives, and the implementation of new systems that do not require the use of thumb drives or other mobile media devices.

We sincerely regret any inconvenience or concern that this matter may cause you, and remain dedicated to protecting your information. Please contact ID Experts Monday through Friday, from 9 a.m. – 9 p.m. EST at 866-960-5790 with any questions or concerns.

Sincerely,



Joan Cusack-McGuirk  
Interim President & CEO

## U.S. State Notification Requirements

### **For residents of Hawaii, Michigan, Missouri, Virginia, Vermont, and North Carolina:**

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.

### **For residents of Illinois, Iowa, Maryland, Missouri, North Carolina, Oregon, and West Virginia:**

It is required by state laws to inform you that you may obtain a copy of your credit report, free of charge, whether or not you suspect any unauthorized activity on your account. You may obtain a free copy of your credit report by contacting any one or more of the following national consumer reporting agencies:

#### **Equifax**

P.O. Box 105139  
Atlanta, GA 30374  
1-800-685-1111  
www.equifax.com

#### **Experian**

P.O. Box 2002  
Allen, TX 75013  
1-888-397-3742  
www.experian.com

#### **TransUnion**

P.O. Box 6790  
Fullerton, CA 92834  
1-800-916-8800  
www.transunion.com

You may also obtain a free copy of your credit report online at [www.annualcreditreport.com](http://www.annualcreditreport.com), by calling toll-free 1-877-322-8228, or by mailing an Annual Credit Report Request Form (available at [www.annualcreditreport.com](http://www.annualcreditreport.com)) to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281.

### **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 laws advise you to report any suspected identity theft to law enforcement, as well as the Federal Trade Commission.

### **For residents of Maryland, Illinois, and North Carolina:**

You can obtain information from the Maryland and North Carolina Offices of the Attorneys General and the Federal Trade Commission about fraud alerts, security freezes, and steps you can take toward preventing identity theft.

#### **Maryland Office of the Attorney General**

Consumer Protection Division  
200 St. Paul Place  
Baltimore, MD 21202  
1-888-743-0023  
www.oag.state.md.us

#### **North Carolina Office of the Attorney General**

Consumer Protection Division  
9001 Mail Service Center  
Raleigh, NC 27699-9001  
1-877-566-7226  
www.ncdoj.com

#### **Federal Trade Commission**

Consumer Response Center  
600 Pennsylvania Avenue, NW  
Washington, DC 20580  
1-877-IDTHEFT (438-4338)  
www.ftc.gov/bcp/edu/microsites/idtheft

### **For residents of Massachusetts:**

It is required by state law that you are informed of your right to obtain a police report if you are a victim of identity theft.

### **For residents of all states:**

**Fraud Alerts:** You can place fraud alerts with the three credit bureaus at one of the three major credit bureaus by phone and via Experian's or Equifax's website. A fraud alert tells creditors to follow certain procedures, including contacting you, before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit. The contact information for all three credit bureaus is below.

**Monitoring:** You should always remain vigilant and monitor your accounts for suspicious or unusual activity.

**Security Freeze:** You also have the right to place a security freeze on your credit report. A security freeze is intended to prevent credit, loans, and services from being approved in your name without your consent. To place a security freeze on your credit report, you need to send a request to each consumer reporting agency by certified mail, overnight mail, or regular stamped mail. The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse, this information must be provided for him/her as well): (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; and (5) 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, bank statement, 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 \$5.00 to place, lift, or remove a freeze, but is free if 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. You may obtain a security freeze by contacting any one or more of the following national consumer reporting agencies:

#### **Equifax Security Freeze**

P.O. Box 105788  
Atlanta, GA 30348  
www.equifax.com

#### **Experian Security Freeze**

P.O. Box 9554  
Allen, TX 75013  
<http://www.experian.com/freeze>

#### **TransUnion (FVAD)**

P.O. Box 2000  
Chester, PA 19022  
www.transunion.com

More information can also be obtained by contacting the Federal Trade Commission (listed above).