



**TORRANCE MEMORIAL  
MEDICAL CENTER**

Return Mail Processing  
P.O. Box 190  
Claysburg, PA 16625-0190

June 19, 2017

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SAMPLE A SAMPLE



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123 ANY ST  
ANYTOWN, US 12345-6789



**Re: Notice of Data Breach**

Dear Sample A Sample:

I write to make you aware of a recent data security incident that may affect the security of your personal information. We take this incident very seriously and are providing you with information and access to resources so that you can protect your personal information, should you feel it is appropriate to do so.

**What Happened?** On April 20, 2017, Torrance Memorial Medical Center (“Torrance Memorial”) discovered that it had experienced an email security incident that allowed access to two staff members’ email accounts which contained work-related reports. Torrance Memorial immediately launched an investigation, which included working with third-party forensic investigators, to determine the full nature and scope of this incident. The investigation determined that personal information for certain individuals was present in some impacted emails. Based upon available forensic evidence, it appears these cyber attacks took place on April 18 and 19, 2017.

**What Information Was Involved?** While Torrance Memorial’s investigation is ongoing, to date, Torrance Memorial has no evidence of any actual or attempted misuse of information as a result of this incident. Based on the investigation, we have determined that the information affected may include your: name, Social Security number, address, health insurance information, date of birth, and treatment/diagnostic information.

**What We Are Doing.** We take the security of personal information in our care very seriously. We have security measures in place to protect data in our care and we are also working to implement additional safeguards and provide additional training to our staff on safeguarding the privacy and security of information on our systems. We have reported this incident to the California Department of Public Health, the U.S. Department of Health and Human Services, and the FBI. We will also be notifying state officials, as required by law.

As an added precaution, we are also offering you access to one (1) year of credit monitoring and identity theft restoration services through Experian at no cost to you. We encourage you to enroll in these services, as we are not able to act on your behalf to enroll you in the credit monitoring service. More information on these services can be found in the enclosed “Steps You Can Take to Prevent Identity Theft and Fraud.”

**What You Can Do.** Please review the enclosed “Steps You Can Take to Prevent Identity Theft and Fraud.” You can also enroll to receive the free credit monitoring and identity theft protection services we are offering.

**For More Information.** We understand that you may have questions about this incident that are not addressed in this letter. If you have additional questions, please call our dedicated assistance line at (877)238-2074, Monday through Friday, 9 am to 7 pm EST (Closed on U.S. observed holidays) and provide reference number **9995061317** when calling.

Again, Torrance Memorial takes the privacy and security of the personal information in our care seriously. We sincerely regret any inconvenience or concern this incident has caused you.

Sincerely,

Mary Goodloe  
Torrance Memorial Privacy Officer

0123456



## **STEPS YOU CAN TAKE TO PREVENT IDENTITY THEFT AND FRAUD**

While we continue to investigate, you may take direct action to further protect against possible identity theft or fraud.

**Credit Monitoring.** As an added precaution, we are offering you access to one year of identity theft protection and credit monitoring services through Experian at no cost to you. We encourage you to enroll in these services, as we are not able to act on your behalf to do so. More information on the services being offer and information on how to enroll can be found below:

**Fraud Detection Tool.** We encourage you to activate the fraud detection tools available through Experian IdentityWorks<sup>SM</sup> as a complimentary one-year membership. This product provides you with superior identity detection and resolution of identity theft. To start monitoring your personal information please follow the steps below:

- Ensure that you **enroll by: September 30, 2017** (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: **[www.experianidworks.com/creditone](http://www.experianidworks.com/creditone)**
- Provide your **activation code: ABCDEFGHI**

If you have questions about the product, need assistance with identity restoration that arose as a result of this incident or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at **877-890-9332** by **September 30, 2017**. Be prepared to provide engagement number **DB02248** as proof of eligibility for the identity restoration services by Experian.

**Identity Restoration.** If you believe there was fraudulent use of your information and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent. If, after discussing your situation with an agent, it is determined that identity restoration support is needed, then an Experian Identity Restoration agent is available to work with you to investigate and resolve each incident of fraud that occurred from the date of the incident (including, as appropriate, helping you with contacting credit grantors to dispute charges and close accounts; assisting you in placing a freeze on your credit file with the three major credit bureaus; and assisting you with contacting government agencies to help restore your identity to its proper condition). Please note that this offer is available to you for two years from the date of this letter and does not require any action on your part at this time.

**Terms & Conditions** are located at [www.ExperianIDWorks.com/restoration](http://www.ExperianIDWorks.com/restoration). You will also find self-help tips and information about identity protection at this site.

### ***Additional details regarding your 12-Month Experian IdentityWorks Membership***

A credit card is **not** required for enrollment in Experian IdentityWorks.

You can contact Experian **immediately** regarding any fraud issues, and have access to the following features once you enroll in Experian IdentityWorks:

- **Experian credit report at signup:** See what information is associated with your credit file. Daily credit reports are available for online members only.<sup>1</sup>
- **Credit Monitoring:** Actively monitors Experian file for indicators of fraud.
- **Identity Restoration:** Identity Restoration agents are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARE™:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.

<sup>1</sup> Offline members will be eligible to call for additional reports quarterly after enrolling.

- **\$1 Million Identity Theft Insurance:** Provides coverage for certain costs and unauthorized electronic fund transfers.

Please refer to [www.ExperianIDWorks.com/restoration](http://www.ExperianIDWorks.com/restoration) for more information.

We encourage you to enroll in the credit monitoring services we are offering as we are not able to act on your behalf to enroll you in the credit monitoring service.

### **Monitor Your Accounts.**

***Credit Reports & Explanation of Benefits.*** We encourage you to remain vigilant against incidents of identity theft and fraud, to review your account statements, and to monitor your free credit reports and explanation of benefits forms for suspicious activity. Under U.S. law, you are entitled to one free credit report annually from each of the three major credit reporting bureaus. To order your free credit report, visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call, toll-free, 1-877-322-8228. You may also contact the three major credit bureaus directly to request a free copy of your credit report.

***Fraud Alerts.*** At no charge, you can also have these credit bureaus place a “fraud alert” on your file that alerts creditors to take additional steps to verify your identity prior to granting credit in your name. Note, however, that because it tells creditors to follow certain procedures to protect you, it may also delay your ability to obtain credit while the agency verifies your identity. As soon as one credit bureau confirms your fraud alert, the others are notified to place fraud alerts on your file. Should you wish to place a fraud alert, or should you have any questions regarding your credit report, please contact any one of the agencies listed below:

Equifax  
P.O. Box 105069  
Atlanta, GA 30348  
800-525-6285  
[www.equifax.com](http://www.equifax.com)

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

TransUnion  
P.O. Box 2000  
Chester, PA 19106  
800-680-7289  
[www.transunion.com](http://www.transunion.com)

***Security Freeze.*** You may also place a security freeze on your credit reports. A security freeze prohibits a credit bureau from releasing any information from a consumer’s credit report without the consumer’s written authorization. However, please be advised that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit mortgages, employment, housing, or other services. If you have been a victim of identity theft and you provide the credit bureau with a valid police report, it cannot charge you to place, lift, or remove a security freeze. In all other cases, a credit bureau may charge you a fee to place, temporarily lift, or permanently remove a security freeze. Fees vary based on where you live, but commonly range from \$3 to \$15. You will need to place a security freeze separately with each of the three major credit bureaus listed above if you wish to place a freeze on all of your credit files. In order to request a security freeze, you will need to supply your full name, address, date of birth, Social Security number, current address, all addresses for up to five previous years, email address, a copy of your state identification card or driver’s license, and a copy of a utility bill, bank or insurance statement, or other statement proving residence. To find out more on how to place a security freeze, you can use the following contact information:

Equifax Security Freeze  
P.O. Box 105788  
Atlanta, GA 30348  
1-800-685-1111  
<https://www.freeze.equifax.com>

Experian Security Freeze  
P.O. Box 9554  
Allen, TX 75013  
1-888-397-3742  
[www.experian.com/freeze/](http://www.experian.com/freeze/)

TransUnion  
P.O. Box 2000  
Chester, PA 19016  
1-888-909-8872  
[www.transunion.com/](http://www.transunion.com/)

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<sup>2</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.

**Additional Information**. You can further educate yourself regarding identity theft, security freezes, fraud alerts, and the steps you can take to protect yourself against identity theft and fraud by contacting the Federal Trade Commission or your state Attorney General.

**The Federal Trade Commission** can be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580; [www.identitytheft.gov](http://www.identitytheft.gov); 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261. The Federal Trade Commission encourages those who discover that their information has been misused to file a complaint with them.

**For Maryland residents**, the Maryland Attorney General can be reached at: 200 St. Paul Place, 16th Floor, Baltimore, MD 21202; 1-888-743-0023; and [www.oag.state.md.us](http://www.oag.state.md.us). Torrance Memorial is located at 3330 Lomita Blvd. Torrance CA, 90505.

**For North Carolina residents**, the North Carolina Attorney General can be contacted by mail at 9001 Mail Service Center, Raleigh, NC 27699-9001; toll-free at 1-877-566-7226; by phone at 1-919-716-6400; and online at [www.ncdoj.gov](http://www.ncdoj.gov).

**For Massachusetts residents**, you have the right to file and obtain a police report if you ever experience identity theft or fraud. Please note that, in order to file a crime report or incident report with law enforcement for identity theft, you will likely need to provide some kind of proof that you have been a victim.

Information on this event may be found at <http://www.torrancememorial.org/>.

Instances of known or suspected identity theft should be reported to law enforcement, the Federal Trade Commission, and your state Attorney General. This notice has not been delayed as the result of a law enforcement investigation.



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NEXT OF KIN OF SAMPLE A SAMPLE



APT ABC  
123 ANY ST  
ANYTOWN, US 12345-6789



**Re: Notice of Data Breach**

To the Next of Kin of Sample A Sample:

I write to make you aware of a recent data security incident that may affect the security of your loved one’s personal information. We take this incident very seriously and are providing you with information and access to resources so that you can protect your loved one’s personal information, should you feel it is appropriate to do so.

**What Happened?** On April 20, 2017, Torrance Memorial Medical Center (“Torrance Memorial”) discovered that it had experienced an email security incident that allowed access to two staff members' email accounts which contained work-related reports. Torrance Memorial immediately launched an investigation, which included working with third-party forensic investigators, to determine the full nature and scope of this incident. The investigation determined that personal information for certain individuals was present in some impacted emails. Based upon available forensic evidence, it appears these cyber attacks took place on April 18 and 19, 2017.

**What Information Was Involved?** While Torrance Memorial’s investigation is ongoing, to date, Torrance Memorial has no evidence of any actual or attempted misuse of information as a result of this incident. Based on the investigation, we have determined that the information affected may include your loved one’s: name, Social Security number, address, health insurance information, date of birth, and treatment/diagnostic information.

**What We Are Doing.** We take the security of personal information in our care very seriously. We have security measures in place to protect data in our care and we are also working to implement additional safeguards and provide additional training to our staff on safeguarding the privacy and security of information on our systems. We have reported this incident to the California Department of Public Health, the U.S. Department of Health and Human Services, and the FBI. We will also be notifying state officials, as required by law.

**What You Can Do.** Please review the enclosed “Steps You Can Take to Protect Your Loved One’s Information.”

**For More Information.** We understand that you may have questions about this incident that are not addressed in this letter. If you have additional questions, please call our dedicated assistance line at (877)238-2074, Monday through Friday, 9 am to 7 pm EST (Closed on U.S. observed holidays) and provide reference number **9995061317** when calling.

Again, Torrance Memorial takes the privacy and security of the personal information in our care seriously. We sincerely regret any inconvenience or concern this incident has caused you.

Sincerely,

Mary Goodloe  
Torrance Memorial Privacy Officer

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## **Steps You Can Take to Protect Your Loved One's Information**

While we continue to investigate, you may take direct action to further protect against possible identity theft or financial loss

**Monitoring Accounts:** We encourage you to remain vigilant against incidents of identity theft and fraud by reviewing account statements, free credit reports, medical bills, and health insurance statements regularly for suspicious activity, to ensure that no one has submitted fraudulent medical claims using your loved one's name and other information. Report all suspicious or fraudulent charges to your loved one's account and insurance providers. If your loved one did not receive regular Explanation of Benefits statements, you can contact your loved one's health plan and request them to send such statements following the provision of services.

In addition, there are steps you can take to protect your loved one's credit file. Under U.S. law you are entitled to one free credit report annually from each of the three major credit reporting bureaus so long as you verify your authorization to make such a request on behalf of your loved one. To order this free credit report, visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call, toll-free, 1-877-322-8228.

You may also contact the three major credit bureaus directly to request a free copy of this credit report. We recommend contacting the three credit reporting agencies listed below to discuss your particular situation and obtain specific guidance. Once you establish a relationship with the credit reporting agency and verify your authorization to make a request on behalf of your loved one, you can request a copy of your loved one's credit report. A review of the credit report will let you know of any active credit accounts that still need to be closed or any pending collection notices. Be sure to ask for all contact information on accounts currently open in your loved one's name (credit granters, collection agencies, etc.) so that you can follow through with these entities.

You may also request, in writing, that the credit report list the following alert:

"Deceased. Do not issue credit. If an application is made for credit, notify the following person(s) immediately: (list yourself, and/or another authorized relative, and/or executor/trustee of the estate—noting the relationship of any individual listed to your family member—and/or a law enforcement agency)."

In most cases, this flag will prevent the opening of new credit accounts in your loved one's name. Contact information for the three major credit bureaus is as follows:

Equifax  
P.O. Box 105069  
Atlanta, GA 30348  
800-525-6285  
[www.equifax.com](http://www.equifax.com)

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

TransUnion  
P.O. Box 2000  
Chester, PA 19106  
800-680-7289  
[www.transunion.com](http://www.transunion.com)

**Additional Information.** You can further educate yourself regarding identity theft, security freezes, fraud alerts, and the steps you can take to protect against identity theft and fraud by contacting the Federal Trade Commission or your state Attorney General.

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