



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

<<mail id>>
<<First Name>> <<Last Name>>
<<Address>>
<<City>><<State>><<Zip>>

<<Date>>

Dear <<First Name>> <<Last Name>>:

Bon Secours Health System, Inc. and its affiliates ("Bon Secours") are committed to maintaining the privacy and security of our patients' health information. Regrettably, we are writing to inform you of an incident involving one of our vendor's handling of some of that information.

On June 14, 2016, Bon Secours discovered that files containing patient information had inadvertently been left accessible via the internet by one of our vendors, R-C Healthcare Management. While attempting to adjust their computer network settings from April 18, 2016 to April 21, 2016, R-C Healthcare Management inadvertently made files located within their computer network accessible via the internet. When Bon Secours discovered this issue, Bon Secours notified R-C Healthcare Management of this issue so that information could no longer be accessed via the internet. Upon receiving the notification, R-C Healthcare Management immediately took steps to secure the information so that it could no longer be accessed via the internet.

We, at Bon Secours, immediately began an internal investigation into this matter. Our investigation determined that the files that were available via the internet may have contained your name, health insurer's name, health insurance identification number, your social security number, and limited clinical information. Your medical records were not made available via the internet. Your medical care has not and will not be affected.

We have no knowledge that the information contained within the files has been misused in any way. However, as a precaution, we are offering you a free one year membership to Experian's® ProtectMyID® 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. Experian's® ProtectMyID® 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 Experian's® ProtectMyID® 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 health insurance provider. If you see that your insurer has been charged for services or procedures that you did not receive, you should contact your insurer to notify them of your concerns. Unfortunately, we are not able to contact your insurer on your behalf.

We deeply regret any concern this may cause you. To help prevent something like this from happening in the future, we are reinforcing standards with our vendors to ensure our patients' information is securely maintained. If you have any questions or concerns regarding this matter, please do not hesitate to contact 1-888-522-8917, Monday through Friday, between the hours of 9:00 a.m. and 9:00 p.m. Eastern Time.

Sincerely,

Kotrina O'Neal
Chief Privacy Officer
Bon Secours Health System, Inc.

Activate ProtectMyID Now in Three Easy Steps

1. ENSURE That You Enroll By: [REDACTED] (Your code will not work after this date.)
2. VISIT the ProtectMyID Web Site to enroll: 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 #: [REDACTED]

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 Identify 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 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 or call toll-free at 1-877-322-8228. Contact information for the three nationwide credit reporting agencies is as follows:

Equifax	Experian	TransUnion
PO Box 740241	PO Box 2002	PO Box 1000
Atlanta, GA 30374	Allen, TX 75013	Chester, PA 19016
www.equifax.com	www.experian.com	www.transunion.com
1-800-685-1111	1-888-397-3742	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
1-877-438-4338