

October 22, 2013



Dear [REDACTED],

We are writing to inform you that on or about September 3, 2013, the Genesis Rehabilitation Services (GRS) staff providing services at Lebanon Center discovered that there may have been unauthorized access to certain of your personal information as an employee, agency employee or applicant of GRS. Specifically, as part of our investigation, we discovered that a GRS employee's USB drive that had been left in a secure office in the center was missing.

This USB drive contained the names, addresses or email addresses and social security numbers of thirty-three employees, agency employees or applicants of GRS. GRS has no information indicating that the personal information contained on the USB drive was inappropriately used by, accessed by, or re-disclosed to anyone. However, out of an abundance of caution, GRS is providing notice of a data security incident to those individuals whose data we believe may have been present on the lost USB drive.

Upon discovering this loss, GRS immediately initiated an extensive search at Lebanon Center to locate the missing USB drive. Furthermore, once we learned that the USB drive was missing, we reported the incident to law enforcement and continue to cooperate with their investigation. Since then, we have taken the following steps to ensure that something like this does not happen again:

- Immediately counseled the employee who lost the drive on the importance of following GRS policy that states that only encrypted USB travel drives may be utilized;
- Continuing to encrypt and protect employee and resident data through secure SSL technology;
- Updating our company policies and procedures on data security and privacy; and
- Enhancing company-wide data security awareness of the importance of data security and patient and employee privacy.

We are notifying you of the incident because your information, including your social security number, may have been contained on the USB drive. Although we have no information

indicating that the personal information was inappropriately used or accessed, we are notifying you so that you may take steps to protect yourself.

We encourage you to remain vigilant and to contact us in the event you learn of any unauthorized use of your personal information. In light of the potential loss of protected personal information, GRS in an abundance of caution would like to provide you one year of free credit monitoring and resolution services to insure protection against any identity theft as a result of this incident. We have contracted with Kroll to extend this service to you. The services will include:

- Free credit monitoring for 12 months.
- An insurance reimbursement component of up to \$25,000 for reasonable and necessary expenses incurred as a result of becoming a victim of identity theft.

If you would like to take advantage of these services, please contact the office of the Genesis Compliance Officer, Harry Alberts. The Compliance Department will provide you with the necessary information you will need to initiate this service with Kroll. The Genesis Compliance Department can be reached at 1-800-944-7776.

We recommend that you remain vigilant by regularly reviewing your credit reports and account statements for any unauthorized activity. If you do find suspicious activity on your credit reports or become aware of identity theft, we recommend that you call your local law enforcement office, file a police report of identity theft, and obtain a copy of the police report, as you may need to give copies of the police report to creditors to clear up your records.

We take our responsibility to protect your personal information very seriously and have taken appropriate steps to help prevent something like this from ever happening again. If you have any further questions, please contact Harry Alberts, the Genesis Compliance Officer, by phone at 1-800-944-7776. We apologize for any inconvenience caused to you as a result of these events and want to reassure you that maintaining the confidentiality of your data remains a priority to us.

Very truly yours,

Harry Alberts
Compliance Officer
Vice President Compliance and Internal Audit