Quest Diagnostics

Date

Name of Addressee
Street Address
City, ST, Zip Code

Dear _____:

This is the kind of letter we deeply regret sending you. Unfortunately, there has been an incident that resulted in some of your personal information mistakenly sent outside of the company. First and foremost, we want to share with you that we have no reason to believe your information is at risk for identity theft. We have taken steps to address the incident and, as a precaution, are offering you free credit monitoring services.

Here's what happened. On November 17, 2014, a Quest Diagnostics employee inadvertently sent a standard report via secured email to two individuals from outside companies with whom we have a business relationship. The document contained personal information about Quest employees and their spouses/partners who started or completed the Wellness questionnaire; made an appointment or were a walk in at a PSC for their lab draw; or, had their lab work completed from October 8, 2014 to November 15, 2014. Please note the document did not contain any test results or medical information. The information included some or all of the following information: your name, address, Social Security number, date of birth, Quest Diagnostics employee ID number (if you are a company employee), and any email address you provided when you registered.

While the incident was reported to the company on November 21, 2014, management was not notified until December 11, 2014. Upon notification, we immediately took several actions to address the incident:

- We determined the parties that received the files are individuals in roles of routinely handling confidential personal records at their respective companies.
- The companies have confirmed that the information was not sent beyond the two initial recipients at the two companies nor further disclosed to any other individuals or companies. They also advised that it was deleted from any active systems.

Quest Diagnostics takes information security very seriously. Electronic protections will be added to our systems and processes over the next several weeks. We are reviewing our processes and training procedures to minimize the risk of a similar incident in the future and will take appropriate action pending the outcome of our review. Additionally, we have notified the appropriate authorities of this incident, which may include consumer reporting agencies, attorneys general and/or state police, in accordance with applicable laws.

Even though we believe the exposure of your information to be limited, we are offering credit monitoring services with Experian for one year at no cost to you. The enclosed fact sheet outlines this product and how to enroll, and provides additional information about identify theft protection. **To take advantage of this offer, please enroll by March 31, 2015.**

We deeply regret and apologize for this incident. If you have any questions, please contact Experian at (877) 736-4495 (Monday to Friday 9am to 9pm EST, Saturday and Sunday 11am to 8pm EST), or if you are an employee please contact the Human Resources Service Center at 855-411-8511 (Monday to Friday, 8am to 8pm EST).

Sincerely,

Catherine T. Doherty
Senior Vice President, Clinical Franchise Solutions

Enclosure

Quest Diagnostics

What we are doing to protect your information:
To help protect your identity, we are offering a **complimentary** one-year membership of Experian's® ProtectMyID® Alert. This product helps detect possible misuse of your personal information and provides you with superior identity protection support focused on immediate identification and resolution of identity theft.

Activate ProtectMyID Now in Three Easy Steps

1. ENSURE **That You Enroll By: March 31st 2015**(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: [code]**

If you have questions or need an alternative to enrolling online, please call (877) 736-4495 and provide engagement #: PC91065.

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*:** 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) 736-4495.

Please remain vigilant for incidents of fraud and identity theft by reviewing account statements and monitoring free credit reports. Report suspected incidents of identity theft to law enforcement (including the Federal Trade Commission) or the State Attorney General.

You can obtain more information about protecting against identity theft, including fraud alerts and security freezes, from these entities:

Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, DC 20580
877-ID-THEFT (877-438-4338)
www.consumer.gov/idtheft

Equifax	Experian	TransUnion
P.O. Box 740241	P.O. Box 9554	P.O. Box 2000
Atlanta, GA 30374	Allen, TX 75013	Chester, PA 19022-2000
1-800-525-6285	1-888-397-3742	1-800-680-7289
www.equifax.com	www.experian.com	www.transunion.com

* 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