



Processing Center • PO Box 141578 • Austin, TX 78714



00001
ACD1234

00001
JOHN Q. SAMPLE
1234 MAIN STREET
ANYTOWN US 12345-6789

February 26, 2016

Re: Notice of Data Security Event

Dear John Sample,

Valley Hope Association is notifying you of a data security event that may have affected the security of some of your information. We are unaware of any attempted or actual misuse of your information as a result of this data security event. We are providing notification to you so that you may take steps to protect your information should you feel it is appropriate to do so.

What happened? On December 30, 2015, a Valley Hope Association employee had her work-issued laptop stolen from her vehicle. The laptop was password protected. The theft of the laptop was discovered on December 30, 2015, and immediately reported to local law enforcement. This notice has not been delayed at the request of law enforcement. However, law enforcement is actively investigating this matter and Valley Hope Association is cooperating in the ongoing criminal investigation. To date, there have been no arrests relating to the theft nor has the laptop been recovered.

What information is involved? While the investigations into this data security event are ongoing, we determined the security of some information relating to certain individuals affiliated with Valley Hope Association has been affected. The affected information includes your name, Social Security number and account/patient number.

What are we doing? We take the security of your information very seriously. The employee reported the theft to Valley Hope Association on December 30, 2015, and we immediately launched an investigation to determine the precise contents of the laptop at the time of the theft. We also disabled the laptop's network connection capabilities, disabled the employee's access credentials, and confirmed that our network systems were not accessed by the laptop since the employee's last valid access before the laptop was stolen. Third-party forensics experts were retained to assist in our investigation.

To help protect your identity, we are offering you a complimentary membership to AllClear Secure and Pro credit monitoring and identity restoration services. Information on these services and instructions on how to enroll and receive these services are include in the enclosed *Information and Resources Relating to Identity Theft Protection*.

What can you do? We encourage you to enroll and receive the complimentary membership to AllClear ID's services we are offering to you. We also encourage you to take steps described in the enclosed *Information and Resources Relating to Identity Theft Protection*.



01-02-1-00

For more information. We recognize that you may have questions that are not answered in this letter. We have established a confidential, toll-free hotline to assist you with questions regarding the incident, the identity monitoring and protections services we are making available, and steps you take to protect yourself against identity theft and fraud. The hotline is available Monday through Saturday, 8:00 a.m. to 8:00 p.m. Central Time at (855) 904-5729.

We regret any inconvenience this incident may cause. We remain committed to safeguarding information in our care and will continue to take proactive steps to enhance security.

Sincerely,

Juanita L. Gregoire
Chief Operating Officer
Valley Hope Association

Enclosures

Information and Resources Relating to Identity Theft Protection

AllClear ID

As an added precaution, we have arranged to have AllClear ID protect your identity for 12 months at no cost to you. The following identity protection services start on the date of this notice and you can use them at any time during the next 12 months.

AllClear SECURE: The team at AllClear ID is ready and standing by if you need identity repair assistance. This service is automatically available to you with no enrollment required. If a problem arises, simply call (855) 904-5729 and a dedicated investigator will help recover financial losses, restore your credit and make sure your identity is returned to its proper condition.

AllClear PRO: This service offers additional layers of protection including credit monitoring and a \$1 million identity theft insurance policy. To use the PRO service, you will need to provide your personal information to AllClear ID. You may sign up online at enroll.allclearid.com or by phone by calling (855) 904-5729 using the following redemption code: Redemption Code.

Please note: Additional steps may be required by you in order to activate your phone alerts and monitoring options.

Additional Steps You Can Take to Protect Yourself

In addition to enrolling in AllClear ID's services, we encourage you to remain vigilant against incidents of identity theft and fraud and seek to protect against possible identity theft or other financial loss by regularly reviewing your financial account statements for any charges you did not make. We also encourage you to notify your financial institutions and health care insurers of this data security event to seek advice regarding protecting your accounts.

You may also regularly review the explanation of benefits statement(s) that you receive from your health care provider or health plan. If you see any service that you believe you did not receive, you should contact your health care provider or health plan at the telephone number listed on the explanation of benefits statements. If you do not receive regular explanation of benefits statements, contact your health care provider or health plan and ask that they send you a copy after each visit you make to your health care provider.

We also suggest that you carefully review your credit reports. Under U.S. law, you are entitled to one free credit report annually from each of the three major credit bureaus. To obtain a free credit report, you may visit www.annualcreditreport.com, or call, toll-free, (877) 322-8228. You may also contact the three major credit bureaus directly to request a free copy of your credit report. When you receive your credit reports, they should be reviewed carefully. You are encouraged to look for accounts you did not open as well as inquiries from creditors that you did not initiate. Also, you should look for personal information that is not accurate, such as home address or Social Security Number. If you see anything on the report that you do not understand, call the credit reporting agency at the telephone number on the report. If you find suspicious activity on your credit reports, call your local police or sheriff's office and file a police report of identity theft. You should ask for a copy of the police report, as you may need to give copies of the police report to creditors to clear your records. Even if you do not find any signs of fraud on your reports, we recommend that you check your credit reports periodically.

At no charge, you can 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. Please note, however, that because it tells creditors to follow certain procedures to protect an individual's credit, it may also delay the ability to obtain credit while the agency verifies your identity. As soon as one credit bureau confirms a fraud alert, the others are notified to place fraud alerts on your file. If you wish to place a fraud alert, or you have questions regarding your credit report, you can contact any one of the following agencies:



| | | |
|--|---|--|
| Equifax P.O. Box 105069 Atlanta, GA 30348 800-525-6285 www.equifax.com | Experian P.O. Box 2002 Allen, TX 75013 888-397-3742 www.experian.com | TransUnion P.O. Box 2000 Chester, PA 19022-2000 800-680-7289 www.transunion.com |
|--|---|--|

You may also place a security freeze on their 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 are the victim of identity theft, and provide the credit bureau with a valid police report, you will not be charged to place, lift or remove a security freeze. In other cases, a credit bureau may charge a fee to place, temporarily lift, or permanently remove a security freeze. You will need to place a security freeze separately with each of the three major credit bureaus listed above if you wish to place the freeze on all of their credit files.

For more information on how to place a security freeze, affected individuals may use the following contact information:

| | | |
|--|---|--|
| Equifax Security Freeze P.O. Box 105788 Atlanta, GA 30348 1-800-685-1111 (NY residents please call 1-800-349-9960) www.equifax.com/help/credit-freeze/en_cp | Experian Security Freeze P.O. Box 9554 Allen, TX 75013 1-888-397-3742 www.experian.com/freeze/center.html | TransUnion Security Freeze P.O. Box 2000 Chester, PA 19022-2000 1-888-909-8872 www.transunion.com/securityfreeze |
|--|---|--|

You can further educate yourself regarding identity theft, fraud alerts, security freezes, and the steps you can take to protect themselves, by contacting your state Attorney General or the Federal Trade Commission (FTC). The FTC also encourages those who discover that their information has been misused to file a complaint with them. The FTC can be reached at: 600 Pennsylvania Avenue, NW, Washington, DC 20580; www.ftc.gov/idtheft; 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261. You should also report known or suspected identity theft to your state Attorney General or local law enforcement. Your state Attorney General may have advice on preventing identity theft. You can also learn more about placing a fraud alert or security freeze on your credit files by contacting the FTC or your state Attorney General. **For North Carolina residents**, the Attorney General can be contacted at 9001 Mail Service Center, Raleigh, NC 27699-9001, 1-919-716-6400, www.ncdoj.gov. **For Maryland residents**, the Attorney General can be contacted at 200 St. Paul Place, 16th Floor, Baltimore, MD 21202, 1-888-743-0023, www.oag.state.md.us.