



Processing Center • P.O. BOX 141578 • Austin, TX 78714



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

February 26, 2018

Dear John Sample:

We are writing this letter to notify you of a recent incident which may have impacted your information. On December 27, 2017, when performing a computer inventory, Mercy Health Love County Hospital and Clinic (“Love County Hospital”) discovered that it was unable to locate documentation confirming the destruction of several older desktop computers no longer in use. We believe that the computers were likely destroyed. However, because the destruction documentation was not located and because a break in into a Love County Hospital storage room incident was previously discovered in the summer of 2017, we wanted to inform you of this issue since we could not confirm that those computers were destroyed and were not affected by the break in. It is unknown whether the computers may have contained any health information. Because you received services from Love County Hospital, we are providing you with this notice out of an abundance of caution, in the event that the computers may have contained your name, address or other demographic, clinical or billing information.

While there is no indication that any of your information has been misused, as a precaution, we have arranged to have AllClear ID protect your identity for twelve 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 twelve months.

- AllClear Identity Repair: This service is automatically available to you with no enrollment required. If a problem arises, simply call 1-855-742-6046 and a dedicated investigator will help recover financial losses, restore your credit and make sure your identity is returned to its proper condition.
- AllClear Fraud Alerts with Credit Monitoring: This service offers the ability to set, renew, and remove 90-day fraud alerts on your credit file to help protect you from credit fraud. In addition, it provides credit monitoring services, a once annual credit score and credit report, and a \$1 million identity theft insurance policy. To enroll in this 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 1-855-742-6046 using the following redemption code: Redemption Code.

Please note that following enrollment, additional steps are required by you in order to activate your phone alerts and fraud alerts, and to pull your credit score and credit file. Additional steps may also be required in order to activate your monitoring options.

As an additional precaution, you should also carefully monitor your credit reports for any unauthorized activity in the upcoming months. We also want you to know that we took steps to improve our computer inventory procedures to ensure that all computers are accounted for and that documentation of destruction is maintained upon computer disposal.



01-02-1-00

We sincerely apologize for this incident and want to emphasize that protecting the confidentiality and security of patient information entrusted to us is Love County Hospital's utmost priority. If you have any questions about this letter or would like any additional information, please contact the dedicated call center at 1-855-742-6046 which we set up to help answer your questions regarding this incident. The call center is available to answer questions Monday through Saturday, between 8:00 am and 8:00 pm Central Time. You may also submit any questions about this incident by mail directed to: Privacy Officer, Mercy, 14528 South Outer Forty Drive, Suite 100, Office 1036, Chesterfield, MO 63017.

Sincerely,

A handwritten signature in cursive script that reads "Richard Barker".

Richard Barker, Administrator

U.S. State Notification Requirements

For residents of Hawaii, Michigan, Missouri, Virginia, Vermont, and North Carolina:

It is recommended by state law that you remain vigilant for incidents of fraud and identity theft by reviewing credit card account statements and monitoring your credit report for unauthorized activity.

For residents of Illinois, Iowa, Maryland, Missouri, North Carolina, Oregon, and West Virginia:

It is required by state laws to inform you that you may obtain a copy of your credit report, free of charge, whether or not you suspect any unauthorized activity on your account. You may obtain a free copy of your credit report by contacting any one or more of the following national consumer reporting agencies:

Equifax

P.O. Box 105139
Atlanta, GA 30374
1-800-685-1111
www.equifax.com

Experian

P.O. Box 2002
Allen, TX 75013
1-888-397-3742
www.experian.com

TransUnion

P.O. Box 6790
Fullerton, CA 92834
1-800-916-8800
www.transunion.com

You may also obtain a free copy of your credit report online at www.annualcreditreport.com, by calling toll-free 1-877-322-8228, or by mailing an Annual Credit Report Request Form (available at www.annualcreditreport.com) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281.

For residents of Iowa:

State law advises you to report any suspected identity theft to law enforcement or to the Attorney General.

For residents of Oregon:

State laws advise you to report any suspected identity theft to law enforcement, as well as the Federal Trade Commission.

For residents of Maryland, Illinois, North Carolina, and Rhode Island:

You can obtain information from the Maryland, North Carolina, and Rhode Island Offices of the Attorneys General and the Federal Trade Commission about fraud alerts, security freezes, and steps you can take toward preventing identity theft.

Maryland Attorney General

Consumer Protection Div.
200 St. Paul Place
Baltimore, MD 21202
1-888-743-0023
www.oag.state.md.us

North Carolina Attorney

General
Consumer Protection Div.
9001 Mail Service Center
Raleigh, NC 27699-9001
1-877-566-7226
www.ncdoj.com

Rhode Island Attorney

General
Consumer Protection Div.
150 South Main Street
Providence, RI 02903
(401) 274-4400
www.riag.ri.gov

Federal Trade Commission

Consumer Response Center
600 Pennsylvania Avenue, NW
Washington, DC 20580
1-877-IDTHEFT (438-4338)
www.identitytheft.gov

For residents of Massachusetts:

It is required by state law that you are informed of your right to obtain a police report if you are a victim of identity theft.

For residents of all states:

Fraud Alerts: You can place fraud alerts with the three credit bureaus at one of the three major credit bureaus by phone and also via Experian's or Equifax's website. A fraud alert tells creditors to follow certain procedures, including contacting you, before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit. The contact information for all three credit bureaus is below.

Monitoring: You should always remain vigilant and monitor your accounts for suspicious or unusual activity.

Security Freeze: You also have the right to place a security freeze on your credit report. A security freeze is intended to prevent credit, loans and services from being approved in your name without your consent. To place a security freeze on your credit report, you need to send a request to each consumer reporting agency by certified mail, overnight mail, or regular stamped mail. The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past five years; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. The request must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, display your name and current mailing address, and the date of issue. The consumer reporting agency may charge a fee of up to \$5.00 to place a freeze or lift or remove a freeze, but is free if you are a victim of identity theft or the spouse of a victim of identity theft, and you have submitted a valid police report relating to the identity theft incident to the consumer reporting agencies:

Equifax Security Freeze

P.O. Box 105788
Atlanta, GA 30348
www.equifax.com

Experian Security Freeze

P.O. Box 9554
Allen, TX 75013
<http://www.experian.com/freeze>

TransUnion (FVAD)

P.O. Box 2000
Chester, PA 19022
www.transunion.com

More information can also be obtained by contacting the Federal Trade Commission listed above.



