

# Rutland Regional Medical Center

*An Affiliate of Rutland Regional Health Services*

160 Allen Street  
Rutland, VT 05701  
802.775.7111

April 26, 2018

Dear

We are writing to make you aware of a recent data privacy incident that may affect the security of some of your personal information. We take this incident very seriously and are providing you with information and access to resources so that you can better protect your personal information, should you feel it is appropriate to do so.

***What Happened?*** On or about February 22, 2018, Rutland Regional Medical Center ("RRMC") discovered that log-in credentials belonging to certain employees' GreenShades accounts were compromised. As you know, your GreenShades payroll portal contains personal information relating to you and to your spouse and dependents. RRMC immediately launched an investigation, with the assistance of third-party forensic investigators, to confirm the security of its network and determine the nature and scope of this event. Through its ongoing forensic investigation of the incident, RRMC learned your GreenShades account may have been accessed by an unauthorized person.

***What Information Was Involved?*** Our investigation determined the information present in the GreenShades account included your paystubs; W2s; Social Security number; date of birth; address; home phone number; gender and marital status. We will also be providing notice to your spouse and dependents separately, but their information included the name; Social Security number; date of birth; address; home phone number; and gender.

***What Are We Doing?*** The confidentiality, privacy, and security of information in our possession is one of our highest priorities. Upon learning of this incident, we secured the impacted accounts and began working to implement additional safeguards and provide additional training to our employees on data privacy and security.

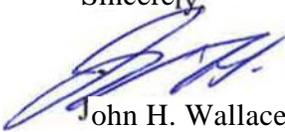
As an added precaution, we are offering you access to one year of credit monitoring and identity theft restoration services through AllClear ID at no cost to you. The cost of this services will be paid for by RRMC. We encourage you to enroll in these services, as we are not able to act on your behalf to enroll you in the credit monitoring service. Please review the instructions contained in the attached "Steps You Can Take to Protect Your Information" for additional information on these services.

**What You Can Do.** Please review the enclosed "Steps You Can Take to Protect Your Information" to learn more about ways to protect personal information. You may also enroll to receive the free credit monitoring and identity theft protection services we are offering.

**For More Information.** We understand that you may have questions about this incident that are not addressed in this letter. If you have additional questions, please contact Michelle Cordeiro at 802-772-2679.

We sincerely apologize for any inconvenience or concern this incident may cause.

Sincerely,

A handwritten signature in blue ink, appearing to read "John H. Wallace", is written over the word "Sincerely,".

John H. Wallace  
General Counsel/Chief Compliance Officer  
Rutland Regional Medical Center

## **Steps You Can Take to Protect Your Information**

### **Enroll in Credit Monitoring**

As an added precaution, we have arranged to have AllClear ID protect your identity for twelve (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 twelve (12) months.

**AllClear Identity Repair:** This service is automatically available to you with no enrollment required. If a problem arises, simply call 1-877-676-0379 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](http://enroll.allclearid.com) using the following redemption code:

Please note: 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 be required in order to activate your monitoring options.

### **Monitor Your Accounts.**

**Credit Reports.** We encourage you to remain vigilant against incidents of identity theft and fraud, to review your account statements, and to monitor your free credit reports and explanation of benefits forms for suspicious activity. Under U.S. law, you are entitled to one free credit report annually from each of the three major credit reporting bureaus. To order your free credit report, visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call, toll-free, 1-877-322-8228. You may also contact the three major credit bureaus directly to request a free copy of your credit report.

**Fraud Alerts.** At no charge, you can also 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. Note, however, that because it tells creditors to follow certain procedures to protect you, it may also delay your ability to obtain credit while the agency verifies your identity. As soon as one credit bureau confirms your fraud alert, the others are notified to place fraud alerts on your file. Should you wish to place a fraud alert, or should you have any questions regarding your credit report, please contact any one of the agencies listed below:

Equifax  
P.O. Box 105069  
Atlanta, GA 30348  
800-525-6285  
[www.equifax.com](http://www.equifax.com)

Experian  
P.O. Box 2002  
Allen, TX 75013  
888-397-3742  
[www.experian.com](http://www.experian.com)

TransUnion  
P.O. Box 2000  
Chester, PA 19106  
800-680-7289  
[www.transunion.com](http://www.transunion.com)

**Security Freeze.** You may also place a security freeze on your 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 have been a victim of identity theft and you provide the credit

bureau with a valid police report, it cannot charge you to place, lift, or remove a security freeze. In all other cases, a credit bureau may charge you a fee to place, temporarily lift, or permanently remove a security freeze. Fees vary based on where you live, but commonly range from \$3 to \$15. You will need to place a security freeze separately with each of the three major credit bureaus listed above if you wish to place a freeze on all of your credit files. In order to request a security freeze, you will need to supply your full name, address, date of birth, Social Security number, current address, all addresses for up to five previous years, email address, a copy of your state identification card or driver's license, and a copy of a utility bill, bank or insurance statement, or other statement proving residence. To find out more on how to place a security freeze, you can use the following contact information:

Equifax Security Freeze  
P.O. Box 105788  
Atlanta, GA 30348  
1-800-685-1111  
<https://www.freeze.equifax.com>

Experian Security Freeze  
P.O. Box 9554 Allen, TX  
75013 1-888-397-3742  
[www.experian.com/freeze](http://www.experian.com/freeze)

TransUnion  
P.O. Box 2000 Chester, PA  
19016 1-888-909-8872  
[www.transunion.com/credit-freeze/place-credit-freeze](http://www.transunion.com/credit-freeze/place-credit-freeze)

**Additional Information.** You can further educate yourself regarding identity theft, security freezes, fraud alerts, and the steps you can take to protect yourself against identity theft and fraud by contacting the Federal Trade Commission or your state Attorney General, as well as the credit reporting agencies listed above. The Federal Trade Commission can be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580; [www.identitytheft.gov](http://www.identitytheft.gov); 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261. The Federal Trade Commission encourages those who discover that their information has been misused to file a complaint with them. Instances of known or suspected identity theft should be reported to law enforcement, the Federal Trade Commission, and your state Attorney General. This notice has not been delayed as the result of a law enforcement investigation.