RUSH

<<Date>> (Format: Month Day, Year)

<<FirstName>> <<MiddleName>> <<LastName>> <<NameSuffix>>
<<Address1>>
<<Address2>>
<<City>>, <<State>> <<Zip>>

In regards to: A privacy incident involving your personal information

Dear <<FirstName>> <<LastName>>,

At Rush, we are committed to protecting your personal information and know the importance of maintaining the privacy and security of our patients' information. Unfortunately, we are writing to inform you that Rush was recently alerted to a potential data incident at one of our third-party service providers. Your information may be among those affected. Like you, we take this matter very seriously, and we are providing you this notice as a precaution to explain what happened and outline some steps that you can take to protect yourself against any potential misuse of your information.

What Happened

On January 22, 2019, Rush learned that an employee of one of our third-party financial services vendors improperly disclosed a file containing certain patient information to an unauthorized party. We believe this disclosure occurred in May 2018. Law enforcement and regulatory officials have been notified. Based on our internal review, we believe this file included limited personal information relating to certain Rush patients.

What Information Was Involved

You are one of the individuals whose information could be affected by this incident. Though the shared information varies by individual, it may include your **name, address, date of birth, social security number, and insurance information.** During our investigation, we did not find any evidence of any unauthorized access to any of Rush's internal computer systems or network. Additionally, treatment, diagnosis or other patient information was not included.

What We Are Doing

Rush takes this matter very seriously. After our discovery of the incident, we launched an internal investigation and suspended our contract with the financial claims vendor. Additionally, we are reviewing our internal procedures and contracting processes to help prevent this type of incident from happening in the future. We are also increasing our internal awareness of service vendors and reviewing processes for working with third-party firms.

To help protect your identity, we are offering a complimentary one-year membership of Experian IdentityWorks Credit 3B. 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. For more information about these services and instructions on completing the enrollment process, please refer to the enrollment attachment to this letter.

What You Can Do

Although we are not aware of any misuse of any information arising out of this incident, we've outlined some steps that you can take as a precaution:

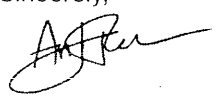
- **Activate the Complimentary Identity Protection Services.** As outlined, we are offering one year of identity theft protection and credit monitoring services by Experian's IdentityWorks at no charge. For more information about these services and instructions on completing the enrollment process, please refer to the Attachment to this letter about activation. **You must enroll in the service by <<ClientDef1 (Enrollment Date)>>.**

- **Check Credit Reports and Financial Accounts.** You can carefully check your credit reports for accounts you did not open or inquiries from creditors that you did not initiate. If you see anything you do not recognize, call the credit agency immediately. If you find any suspicious activity on your credit reports, call your local police or sheriff's office, and file a police report for identity theft and get a copy of it. You may need to give copies of the police report to creditors to clear up your records. You can also review your financial account statements to determine if there are any discrepancies or unusual activity listed. If you see anything you do not understand, call the financial institution immediately. You may 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. You may also purchase a copy of your credit report by contacting one or more of the three national credit reporting agencies listed in the attachment to this letter. You should remain vigilant with respect to reviewing your account statements and credit reports, and you should promptly report any suspicious activity or suspected identity theft to the proper law enforcement authorities, including local law enforcement, your state's attorney general, and/or the Federal Trade Commission ("FTC"). You may contact the FTC or your state's regulatory authority to obtain additional information about avoiding and protection against identity theft: Federal Trade Commission, Consumer Response Center 600 Pennsylvania Avenue, NW, Washington, DC 20580, 1-877-IDTHEFT (438-4338), www.ftc.gov/idtheft.
- **Review Explanation of Benefits Documents.** You can also review your explanation of benefits statements from your health insurer or health plan, as well as review for persons whose medical bills you assist with or pay (such as your child). If you identify services you did not receive listed on the explanation of benefits, please immediately contact your insurer or health plan. For more information about steps you can take to protecting yourself against medical identity theft from the Department of Health and Human Services, please visit https://oig.hhs.gov/fraud/medical-id-theft.
- **Fraud Alerts and Credit Freezes.** You have a right to place a security freeze on your credit report, which will prohibit a consumer reporting agency from releasing information in your credit report without your express authorization. The security freeze is designed to prevent credit, loans, and services from being approved in your name without your consent. However, you should be aware that using a security freeze to take control over who gets access to the personal and financial information in your credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application you make regarding a new loan, credit, mortgage, or any other account involving the extension of credit. A security freeze does not apply to a person or entity, or its affiliates, or collection agencies acting on behalf of the person or entity, with which you have an existing account that requests information in your credit report for the purposes of reviewing or collecting the account. Reviewing the account includes activities related to account maintenance, monitoring, credit line increases, and account upgrades and enhancements. Please contact the three major credit reporting companies as specified below to find out more information about placing a security freeze on your credit report. As an alternative to a security freeze, you have the right to place an initial or extended fraud alert on your credit file at no cost. An initial fraud alert is a 1-year alert that is placed on a consumer's credit file. Upon seeing a fraud alert display on a consumer's credit file, a business is required to take steps to verify the consumer's identity before extending new credit. If you are a victim of identity theft, you are entitled to an extended fraud alert, which is a fraud alert lasting 7 years. You can place a fraud alert on your credit report by contacting any of the three national credit reporting agencies at the addresses or toll-free numbers listed below.
- **Additional Information.** Finally, please review the attachment to this letter to find the contact information for the three national credit reporting agencies and additional information for certain state residents.

For More Information

We have set up a dedicated call center to answer any questions you might have. To speak to a representative, call 1-???-???-???? between 8:00 a.m. to 5:30 p.m. Central Time, Monday through Friday. Again, we deeply regret any concern this incident may cause.

Sincerely,



Andy Reeder
Associate Vice President, HIPAA Privacy and Security
Privacy Officer

National Credit Reporting Agencies Contact Information

Equifax (www.equifax.com)
General Contact:
P.O. Box 740241
Atlanta, GA 30374
800-685-1111

Fraud Alerts:
P.O. Box 740256, Atlanta, GA 30374

Credit Freezes:
P.O. Box 105788, Atlanta, GA 30348

Experian (www.experian.com)
General Contact:
P.O. Box 2002
Allen, TX 75013
888-397-3742

Fraud Alerts & Security Freezes:
P.O. Box 9554, Allen, TX 75013

TransUnion (www.transunion.com)
General Contact, Fraud Alerts and Security Freezes:
P.O. Box 2000
Chester, PA 19022
888-909-8872

Additional information for residents of certain states:

For residents of Maryland: You may also obtain information about preventing and avoiding identity theft from the Maryland Office of the Attorney General: Maryland Office of the Attorney General, Consumer Protection Division, 200 St. Paul Place, Baltimore, MD 21202, 1-888-743-0023, www.oag.state.md.us.

For residents of North Carolina: You may also obtain information about preventing and avoiding identity theft from North Carolina Attorney General's Office: North Carolina Attorney General's Office, Consumer Protection Division, 9001 Mail Service Center, Raleigh, NC 27699-9001, 1-877-5-NO-SCAM, www.ncdoj.gov.

For residents of Massachusetts: Massachusetts law gives you the right to place a security freeze on your consumer reports. By law, you have a right to obtain a police report relating to this incident, and if you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it. You may request that a freeze be placed on your credit report by sending a request to a credit reporting agency by certified mail, overnight mail or regular stamped mail to the address below. The following information should be included when requesting a security freeze (documentation for you and your spouse must be submitted when freezing a spouse's credit report): full name, with middle initial and any suffixes; Social Security number, date of birth (month, day and year); current address and previous addresses for the past five (5) years; and an incident report or complaint with a law enforcement agency or the Department of Motor Vehicles. The request should also include a copy of a government-issued identification card, such as a driver's license, state or military ID card, and a copy of a utility bill, bank or insurance statement. Each copy should be legible, display your name and current mailing address, and the date of issue (statement dates must be recent).

Activate IdentityWorks Credit 3B Now in Three Easy Steps

1. ENROLL by: **<<ClientDef1 (Enrollment Date)>>** (Your code will not work after this date.)
2. VISIT the Experian IdentityWorks website to enroll: **https://www.experianidworks.com/3bcredit**
3. PROVIDE the Activation Code: **<<Member ID>>**

If you have questions about the product, need assistance with identity restoration or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at 877-288-8057. Be prepared to provide engagement number **<<ClientDef2 (Engagement Code)>>** as proof of eligibility for the identity restoration services by Experian.

ADDITIONAL DETAILS REGARDING YOUR 12-MONTH EXPERIAN IDENTITYWORKS CREDIT 3B MEMBERSHIP:

A credit card is **not** required for enrollment in Experian IdentityWorks Credit 3B.

You can contact Experian **immediately without needing to enroll in the product** regarding any fraud issues. Identity Restoration specialists are available to help you address credit and non-credit related fraud.

Once you enroll in Experian IdentityWorks, you will have access to the following additional features:

- **Experian credit report at signup:** See what information is associated with your credit file. Daily credit reports are available for online members only.*
- **Credit Monitoring:** Actively monitors Experian, Equifax and Transunion files for indicators of fraud.
- **Experian IdentityWorks ExtendCARE:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **$1 Million Identity Theft Insurance**:** Provides coverage for certain costs and unauthorized electronic fund transfers.

Activate your membership today at https://www.experianidworks.com/3bcredit
or call 877-288-8057 to register with the activation code above.

What you can do to protect your information: There are additional actions you can consider taking to reduce the chances of identity theft or fraud on your account(s). Please refer to www.ExperianIDWorks.com/restoration for this information. If you have any questions about IdentityWorks, 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 877-288-8057.

* Offline members will be eligible to call for additional reports quarterly after enrolling.

** 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.