



921 Terry Avenue  
Seattle, WA 98104

May 8, 2019

##E6426-L02-0000001 0001 00000001 \*\*\*\*\*ALL FOR AADC 159

SAMPLE A SAMPLE - Individual



APT 1A  
123 ANY ST  
ANYTOWN, US 12345-6789



Dear Sample A Sample:

Bloodworks Northwest (“Bloodworks”) is writing to notify you of an incident that may affect the security of some of your personal information. We take this incident very seriously. This letter provides details of the incident and the resources available to you to help protect your information from possible misuse, should you feel it is appropriate to do so.

**What Happened?** On March 13, 2019, Bloodworks became aware that a document containing certain personal information of some of its patients had been removed from an employee’s desk. Bloodworks immediately took steps to investigate the incident and identify those patients who may have been impacted.

**What Information Was Affected?** Out of an abundance of caution, we are providing you this notification because the following types of your information were contained in a document that may have been accessed or acquired by an unauthorized individual: your name, date of birth, and medical diagnosis. We have no evidence that your information has been misused. No Social Security numbers or financial account information was contained in the document removed from the employee’s desk.

**What Are We Doing?** Information privacy and security are among our highest priorities. Bloodworks has strict security measures to protect the information in our possession. Upon learning of this incident, we quickly launched an internal investigation into the incident, and are reviewing our policies and procedures to further enhance the security of the information in our care.

**What Can You Do?** Please review the instructions contained in the attached “Steps You Can Take to Protect Your Information.” We also recommend that you regularly review your Explanation of Benefits statements and financial account statements for any suspicious activity. Unusual activity should be promptly reported to your insurance company, healthcare provider, or financial institution.

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**For More Information:** We recognize that you may have questions not addressed in this letter. If you have additional questions, please call us at 206-689-6507 (or toll free at 800-363-3903). Monday through Friday, 8:00 a.m. to 5:00 p.m., PST or email us at [Notification@BloodworksNW.org](mailto:Notification@BloodworksNW.org).

We sincerely regret the inconvenience this incident may cause you. Bloodworks remains committed to safeguarding the information in our care and we will continue to take steps to ensure the security of our systems.

Sincerely,

A handwritten signature in black ink, appearing to read "Christine Donatelli", written in a cursive style.

Christine Donatelli  
Corporate Compliance Officer

## Steps You Can Take to Protect Your Information

To further protect against possible identity theft or other financial loss, we encourage you to remain vigilant, to review your account statements, and to monitor your credit reports for suspicious activity. Under U.S. law, you are entitled to one free credit report annually from each of the three major credit 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.

We recommend that you regularly review any Explanation of Benefits statements that you receive from your insurer. If you see any service that you believe you did not receive, please contact your insurer at the number on your statement. If you do not receive regular Explanation of Benefits statements, you can contact your insurer and request that they send such statements following the provision of services in your name or number.

You have the 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. Pursuant to federal law, you cannot be charged to place or lift a security freeze on your credit report. Should you wish to place a security freeze, please contact the major consumer reporting agencies listed below:

**Experian**  
PO Box 9554  
Allen, TX 75013  
1-888-397-3742  
[www.experian.com/freeze/center.html](http://www.experian.com/freeze/center.html)

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

**Equifax**  
PO Box 105788  
Atlanta, GA 30348-5788  
1-800-685-1111  
[www.equifax.com/personal/credit-report-services](http://www.equifax.com/personal/credit-report-services)

In order to request a security freeze, you will need to provide the following information:

1. Your full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security number;
3. Date of birth;
4. If you have moved in the past five (5) years, provide the addresses where you have lived over the prior five years;
5. Proof of current address, such as a current utility bill or telephone bill;
6. A legible photocopy of a government-issued identification card (state driver’s license or ID card, military identification, etc.);
7. If you are a victim of identity theft, include a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft.

As an alternative to a security freeze, you have the right to place an initial or extended “fraud alert” on your 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 seven years. Should you wish to place a fraud alert, please contact any one of the agencies listed below:

**Experian**  
P.O. Box 2002  
Allen, TX 75013  
1-888-397-3742  
[www.experian.com/fraud/center.html](http://www.experian.com/fraud/center.html)

**TransUnion**  
P.O. Box 2000  
Chester, PA 19016  
1-800-680-7289  
[www.transunion.com/fraud-victim-resource/place-fraud-alert](http://www.transunion.com/fraud-victim-resource/place-fraud-alert)

**Equifax**  
P.O. Box 105069  
Atlanta, GA 30348  
1-888-766-0008  
[www.equifax.com/personal/credit-report-services](http://www.equifax.com/personal/credit-report-services)

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You can further educate yourself regarding identity theft, fraud alerts, security freezes, and the steps you can take to protect yourself, by contacting the consumer reporting agencies, the Federal Trade Commission, or your state Attorney General.

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); TTY: 1-866-653-4261. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. You can obtain further information on how to file such a complaint by way of the contact information listed above. You have the right to file a police report if you ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, you will likely need to provide some proof that you have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement and your state Attorney General. This notice has not been delayed by law enforcement.

**For North Carolina residents**, the Attorney General can be contacted at 9001 Mail Service Center, Raleigh, NC 27699-9001, 1-877-566-7226 or 1-919-716-6400, [www.ncdoj.gov](http://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](http://www.oag.state.md.us).

**For New Mexico residents**, you have rights pursuant to the Fair Credit Reporting Act, such as the right to be told if information in your credit file has been used against you, the right to know what is in your credit file, the right to ask for your credit score, and the right to dispute incomplete or inaccurate information. Further, pursuant to the Fair Credit Reporting Act, the consumer reporting agencies must correct or delete inaccurate, incomplete, or unverifiable information; consumer reporting agencies may not report outdated negative information; access to your file is limited; you must give your consent for credit reports to be provided to employers; you may limit “prescreened” offers of credit and insurance you get based on information in your credit report; and you may seek damages from violator. You may have additional rights under the Fair Credit Reporting Act not summarized here. Identity theft victims and active duty military personnel have specific additional rights pursuant to the Fair Credit Reporting Act. We encourage you to review your rights pursuant to the Fair Credit Reporting Act by visiting [www.consumerfinance.gov/f/201504\\_cfpb\\_summary\\_your-rights-under-fcra.pdf](http://www.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf), or by writing Consumer Response Center, Room 130-A, Federal Trade Commission, 600 Pennsylvania Ave. N.W., Washington, D.C. 20580.



921 Terry Avenue  
Seattle, WA 98104

May 8, 2019

##E6426-L01-0000001 0001 00000001 \*\*\*\*\*ALL FOR AADC 159

SAMPLE A SAMPLE - Deceased



APT 1A  
123 ANY ST  
ANYTOWN, US 12345-6789



To the Next of Kin of Sample A Sample:

Bloodworks Northwest (“Bloodworks”) is writing to notify you of an incident that may affect the security of some of your deceased family member’s personal information. We take this incident very seriously. This letter provides details of the incident and the resources available to you to help protect your loved one’s information from possible misuse, should you feel it is appropriate to do so.

**What Happened?** On March 13, 2019, Bloodworks became aware that a document containing certain personal information of some of its patients had been removed from an employees desk. Bloodworks immediately took steps to investigate what information may have been exposed.

**What Information Was Affected?** We are providing you this notification because the following types of your deceased family member’s information were in a document that may have been accessed or acquired by an unauthorized party: your loved one’s name, date of birth, and diagnosis.

**What Are We Doing?** Information privacy and security are among our highest priorities. Bloodworks has strict security measures to protect the information in our possession. Upon learning of this incident, we quickly launched an internal investigation into the incident. We have no indication that the document was actually acquired or viewed by an unauthorized party. We are providing notice to you out of an abundance of caution.

**What Can You Do?** Please review the instructions contained in the attached “Steps You Can Take to Protect Your Information.”

**For More Information:** We recognize that you may have questions not addressed in this letter. If you have additional questions, please call us at (206)-689-6507 (or toll free at 800-363-3903), Monday through Friday, 8:00 a.m. to 5:00 p.m., PST, or email us at [Notification@BloodworksNW.org](mailto:Notification@BloodworksNW.org)

We sincerely regret the inconvenience this incident may cause you. Bloodworks remains committed to safeguarding the information in our care and we will continue to take steps to ensure the security of our systems.

Sincerely,

Christine Donatelli  
Corporate Compliance Officer

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## Steps You Can Take to Protect Your Information

### **Monitor Your Accounts.**

To further protect against possible identity theft or other financial loss, we encourage you to remain vigilant, to review your loved one's account statements, and to monitor his or her credit reports for suspicious activity. Under U.S. law, you are entitled to one free credit report annually from each of the three major credit 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.

We recommend contacting the three credit reporting agencies listed below to discuss your particular situation and obtain specific guidance. Once you establish a relationship with the credit reporting agency and verify your authorization to make a request on behalf of your loved one, you can request a copy of your loved one's credit report. A review of the credit report will let you know of any active credit accounts that still need to be closed or any pending collection notices. Be sure to ask for all contact information on accounts currently open in your loved one's name (credit granters, collection agencies, etc.) so that you can follow through with these entities.

Contact information for the three consumer reporting agencies is 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 19022-2000  
800-680-7289  
[www.transunion.com](http://www.transunion.com)

You can also request, in writing, that the report list the following alert:

**“Deceased. Do not issue credit. If an application is made for credit, notify the following person(s) immediately: (list yourself, and/or another authorized relative, and/or executor/trustee of the estate—noting the relationship of any individual listed to your family member—and/or a law enforcement agency).”**

In most cases, this flag will prevent the opening of new credit accounts in your loved one's name. You can also contact the IRS at [www.irs.gov/Individuals/Identity-Protection](http://www.irs.gov/Individuals/Identity-Protection) or <https://www.irs.gov/uac/Taxpayer-Guide-to-Identity-Theft> for helpful information and guidance on steps you can take to prevent a fraudulent tax return from being filed in your loved one's name and what to do if your loved one's identity becomes subject to such fraud.

You can further educate yourself regarding identity theft, fraud alerts and security freezes, and the steps you can take to protect your loved one, by contacting the Federal Trade Commission or your state Attorney General. 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 also encourages those who discover that their information has been misused to file a complaint with them. You have the right to file a police report if you ever experience identity theft or fraud. Please note that in order to file a crime report or incident report with law enforcement for identity theft, you will likely need to provide some kind of proof that you have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement.

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**For New Mexico residents**, you have rights pursuant to the Fair Credit Reporting Act, such as the right to be told if information in your credit file has been used against you, the right to know what is in your credit file, the right to ask for your credit score, and the right to dispute incomplete or inaccurate information. Further, pursuant to the Fair Credit Reporting Act, the consumer reporting agencies must correct or delete inaccurate, incomplete, or unverifiable information; consumer reporting agencies may not report outdated negative information; access to your file is limited; you must give your consent for credit reports to be provided to employers; you may limit “prescreened” offers of credit and insurance you get based on information in your credit report; and you may seek damages from violator. You may have additional rights under the Fair Credit Reporting Act not summarized here. Identity theft victims and active duty military personnel have specific additional rights pursuant to the Fair Credit Reporting Act. We encourage you to review your rights pursuant to the Fair Credit Reporting Act by visiting [www.consumerfinance.gov/f/201504\\_cfpb\\_summary\\_your-rights-under-fcra.pdf](http://www.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf), or by writing Consumer Response Center, Room 130-A, Federal Trade Commission, 600 Pennsylvania Ave. N.W., Washington, D.C. 20580.