



April 5, 2019

Name

Address

Dear First Name and Last Name:

UCLA was recently notified by one of our vendors, Eurofins, VRL, Inc. ("Eurofins") of a data breach in which some of your medical information may have been compromised. Eurofins provides laboratory testing services on potential donor tissue and blood for medical providers and Organ Procurement Organizations across the United States.

Enclosed is a letter from Eurofins that outlines:

- What happened at Eurofins which caused the potential breach;
- What personal and medical information is involved;
- What Eurofins is doing to address the breach and protect your information;
- What you can do to protect yourself and your information;
- Contact information for any additional questions you may have.

While UCLA is unaware of any attempted or actual misuse of your personal information, we are taking steps to investigate what occurred and oversee mitigation efforts by Eurofins to prevent further incidents.

We understand that you may have additional questions about this incident that may not be addressed. To ensure your questions are answered in a timely manner, Eurofins has established a dedicated assistance line for you to contact at 1-866-450-6862, Monday through Friday from 8:00 am - 5:30 pm Central Standard Time.

UCLA Health considers patient confidentiality a critical part of our mission to delivering leading-edge patient care, research and education. Providing you with healthcare services is a privilege, and we apologize for this incident. We try very hard to earn your trust and that includes selecting vendors who value our dedications to serving you.

Sincerely,

A handwritten signature in black ink, appearing to read 'Maureen Shaw'.

Maureen Shaw
Chief Privacy Officer
UCLA Health



Name

April 5, 2019

Address

Address 2

Dear Name,

Eurofins VRL, Inc. (“Eurofins VRL”) provides laboratory testing services on potential donor tissue and blood for medical providers and Organ Procurement Organizations across the United States. We write to inform you of a recent event that may affect the security of some of your personal information. While there is currently no evidence that your information has been misused, we are making you aware of the event, so you may take steps to better protect against the possibility of identity theft or fraud, should you feel it appropriate to do so.

What Happened?

On January 8, 2019, Eurofins VRL became aware of suspicious activity related to a Eurofins VRL employee’s email account. The employee’s email credentials were changed, and the email account has been secured. A leading forensic investigation firm was retained to assist with Eurofins VRL’s investigation into what happened and what information may be affected. The investigation determined that the account at issue experienced unauthorized access between November 26, 2018 and December 20, 2018.

The contents of the account were reviewed through manual and programmatic processes to determine what sensitive data may have been accessed. On March 6, 2019, after the completion of the investigation and review, it was determined that the accounts may contain certain information related to you.

What Information Was Involved?

While we currently have no evidence that your information was subject to actual or attempted misuse, we have confirmed that information including your name and medical information including CPT code for the tests performed were contained within the affected employee email account.

What We Are Doing.

The confidentiality, privacy, and security of information in our care is one of our highest priorities. Upon learning of this incident, we immediately took steps to secure the affected email account and to find out what happened. As part of our ongoing commitment to the security of the information in our care, we have transitioned all of our staff to an email system that has additional technology tools to detect and prevent similar incidents from occurring in the future.

While we have no evidence of any actual or attempted misuse of any of the affected information, we have secured the services of Kroll to provide credit monitoring and identity restoration services at no cost to you for one year. More information on these services can be found in the enclosed “Steps You Can Take to Prevent Identity Theft and Fraud.”

What You Can Do.

You may review the enclosed “Steps You Can Take to Prevent Identity Theft and Fraud” and take any action you think is appropriate for your specific situation. You may also enroll to receive the free credit monitoring and identity restoration services described above.

For More Information.

We understand you may have questions about this incident that are not addressed in this letter. To ensure your questions are answered in a timely manner, we have established a dedicated assistance line at 1-866-450-6862, Monday through Friday from 8:00 a.m. to 5:30 p.m. Central Time. You may also write to Eurofins VRL at Attn. Legal Department: 6665 S. Kenton St, Englewood, CO 80111.

Eurofins VRL takes the privacy and security of the personal information in our care very seriously. We sincerely regret any inconvenience or concern this incident may cause you.

Sincerely,

A handwritten signature in black ink, appearing to read 'Kevin Barfield', written in a cursive style.

Kevin Barfield
President
Eurofins VRL

Steps You Can Take to Protect Against Identity Theft and Fraud

We secured the services of Kroll to provide identity monitoring at no cost to you for one year. Kroll is a global leader in risk mitigation and response, and their team has extensive experience helping people who have sustained an unintentional exposure of confidential data. Your identity monitoring services include Credit Monitoring, Fraud Consultation, and Identity Theft Restoration.

How to Activate your Identity Monitoring Services:

1. You must activate your identity monitoring services by **July 1, 2019**. Your activation Code will not work after this date.
2. Visit **redeem.kroll.com** to activate your identity monitoring services.
3. Provide your Activation Code: [activation code] and your Verification ID:
4. To sign in to your account after you have activated your identity monitoring services, please visit **krollbreach.idmonitoringservice.com**.

If you have questions, please call 1-866-450-6862, Monday through Friday from 8:00 a.m. to 5:30 p.m. Central Time.

We encourage you to remain vigilant against incidents of identity theft and fraud, 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 reporting bureaus. To order your free credit report, visit 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.

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	TransUnion P.O. Box 2000 Chester, PA 19016 1-888-909-8872 www.transunion.com/credit-freeze	Equifax PO Box 105788 Atlanta, GA 30348-5788 1-800-685-1111 www.equifax.com/personal/credit-report-services
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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	TransUnion P.O. Box 2000 Chester, PA 19106 1-800-680-7289 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
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Although we have no reason to believe that your personal information has been used to file fraudulent tax returns, you can contact the IRS at www.irs.gov/Individuals/Identity-Protection for helpful information and guidance on steps you can take to address a fraudulent tax return filed in your name and what to do if you become the victim of such fraud. You can also visit www.irs.gov/uac/Taxpayer-Guide-to-Identity-Theft for more information.

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, 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.



Take Advantage of Your Identity Monitoring Services

You've been provided with access to the following services¹ from Kroll:

Single Bureau Credit Monitoring

You will receive alerts when there are changes to your credit data—for instance, when a new line of credit is applied for in your name. If you do not recognize the activity, you'll have the option to call a Kroll fraud specialist, who can help you determine if it's an indicator of identity theft.

Fraud Consultation

You have unlimited access to consultation with a Kroll fraud specialist. Support includes showing you the most effective ways to protect your identity, explaining your rights and protections under the law, assistance with fraud alerts, and interpreting how personal information is accessed and used, including investigating suspicious activity that could be tied to an identity theft event.

Identity Theft Restoration

If you become a victim of identity theft, an experienced Kroll licensed investigator will work on your behalf to resolve related issues. You will have access to a dedicated investigator who understands your issues and can do most of the work for you. Your investigator can dig deep to uncover the scope of the identity theft, and then work to resolve it.

¹ Kroll's activation website is only compatible with the current version or one version earlier of Internet Explorer, Chrome, Firefox, and Safari. To receive credit services, you must be over the age of 18 and have established credit in the U.S., have a Social Security number in your name, and have a U.S. residential address associated with your credit file.514-0119