

Family Tree Health Clinic

c/o ID Experts

P.O. Box 10444

Dublin, OH 43017-4044

<<date>>

<<First Name>><<Last Name>>

<<Address1>>

<<Address2>>

<<City>><<State>><<ZIP>>

Dear <<First Name>><<Last Name>>:

On April 24, 2017, Family Tree Health Clinic, P.A. ("Family Tree") discovered that cyber attackers gained unauthorized access to its IT systems by executing a sophisticated, ransomware-encryption attack. Our system data was restored from backups and no ransom was paid to the cyber criminals.

As soon as our system was restored, we immediately began working to close the security vulnerability and notified local authorities and the FBI of this incident.

While there is no proof that any data was compromised and we are not aware of the misuse of any information potentially involved in this incident, we are notifying you out of an abundance of caution. The systems accessed by this attack may have included names, date of birth, address, Social Security number, health insurance information and medical information such as claims and diagnosis codes. We have no reason to believe credit card or banking information was compromised in this attack as this data is not stored in our system as per company policy.

We take the security of all patient information very seriously, and sincerely apologize for any concerns this incident may cause. In order to provide you with extra peace of mind, we are offering identity theft protection services through ID Experts®, a data breach and recovery services expert, to provide you with MyIDCare protection plan. MyIDCare will help you resolve issues if your identity is compromised. We strongly encourage you to register for this free identity theft protection service. To enroll, please visit www.myidcare.com/familytreeprotect or call ID Experts, Family Tree Health Clinic's dedicated toll free number: 844-828-3213 and provide the following membership enrollment code: [Enrollment Code]. Please note that the deadline to enroll is September 19, 2017.

Your 12 month MyIDCare membership will include the following:

Complete Credit Monitoring and Recovery Services

- **Single Bureau Credit Monitoring** - Monitors any changes reported by Experian credit bureau to your credit report.
- **CyberScan Monitoring** - Monitors criminal websites, chat rooms, and bulletin boards for illegal selling or trading of their personal information.
- **Access to the ID Experts Team** - Access to an online resource center for up-to-date information on new identity theft scams, tips for protection, legislative updates and other topics associated with maintaining the health of your identity.
- **Complete Recovery Services** - Should you believe that you are a victim of identity theft, MyIDCare will work with you to assess, stop, and reverse identity theft issues.
- **Identity Theft Insurance** - In the event of a confirmed identity theft, you may be eligible for reimbursement of up to \$1,000,000 for expenses related to that theft.

FRAUDULENT SCAMS- PLEASE BE AWARE & VIGILANT:

Family Tree Health Clinic, PA will not be calling or e-mailing current or former patients regarding this attack nor will we or any of our representatives request credit card numbers over the phone or email. In order to enroll and benefit from myIDCare identity theft protection services, notified individuals must call ID Experts at 844-828-3213, Monday through Friday, 7:00 a.m. to 7:00 p.m. Central Time or visit www.myidcare.com/familytreeprotect and provide enrollment code shown above.

Sincerely,

Dr. Alvaro Zamora

Additional Important Information

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 from each of the nationwide three credit reporting agencies. To order your free credit report, please visit www.annualcreditreport.com, or call toll-free at 1-877-322-8228. You can also order your annual free credit report by mailing a completed Annual Credit Report Request Form (available at <https://www.consumer.ftc.gov/articles/0155-free-credit-reports>) 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, including the Attorney General, and the Federal Trade Commission.

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

You can obtain information from the Maryland and North Carolina 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 Office of the Attorney General

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

Rhode Island Office of the Attorney General

Consumer Protection
150 South Main Street
Providence RI 02903
1-401-274-4400
www.riag.ri.gov

North Carolina Office of the Attorney General

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

Federal Trade Commission

Consumer Response Center
600 Pennsylvania Ave, NW
Washington, DC 20580
1-877-IDTHEFT (438-4338)
www.ftc.gov/bcp/edu/microsites/idtheft

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 make a request to each consumer reporting agency. You may make that request by certified mail, overnight mail, or regular stamped mail, or by following the instructions found at the websites listed below. 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 small fee to place, life, 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 agency. You may obtain a security freeze by contacting any one or more of the following national consumer reporting agencies:

Equifax Security Freeze

P.O. Box 105788
Atlanta, GA 30348
www.freeze.equifax.com
800-525-6285

Experian Security Freeze

P.O. Box 9554
Allen, TX 75013
www.experian.com/freeze
888-397-3742

TransUnion (FVAD)

P.O. Box 2000
Chester, PA 19022
freeze.transunion.com
888-680-7289

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