



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

<<first\_name>> <<middle\_name>> <<last\_name>> <<suffix>>  
<<address\_1>>  
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<<city>>, <<state\_province>> <<postal\_code>>  
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Dear <<first\_name>> <<middle\_name>> <<last\_name>> <<suffix>>,

OSF HealthCare System ("OSF") is committed to protecting the security and privacy of our patients. Regrettably, we are notifying you of a recent incident that occurred at one of our vendors, Blackbaud, Inc. ("Blackbaud"), that may have involved some of your information.

#### **What Happened?**

Blackbaud is a third-party vendor that provides cloud-based and data solution services related to our fundraising activities. Blackbaud notified its customers that it had discovered that an unauthorized individual had gained access to Blackbaud's systems between February 7, 2020 and May 20, 2020. Blackbaud advised that the unauthorized individual may have acquired backup copies of databases used by its customers, including a backup of a database we use for fundraising efforts. Once we were notified, we immediately took steps to understand the extent of the incident and the data involved.

#### **What Information was Involved?**

On August 20, 2020, our investigation and review of the affected Blackbaud database determined that it contained some of your information, including your name, address, phone number, email address, date of birth, facility, treating physician, department of service, room number, and/or medical record number.

Importantly, Blackbaud has informed us that Social Security numbers, financial account and credit card information were encrypted, and therefore not able to be accessed by the unauthorized individual. Also, this incident did not involve any access to our medical systems or electronic health records.

#### **What We are Doing:**

We are notifying you of this incident because we take it very seriously. We are assessing the security safeguards at Blackbaud. We continue to evaluate the data elements that are stored by our vendors and the steps that are needed to protect the information.

#### **What You Can Do:**

We sincerely regret any concern the incident may cause you. We recommend you review the statements you receive from your healthcare providers. If you see services you did not receive, please contact the provider immediately. Should you have questions, please contact 1-877-376-0079, Monday through Friday, at 8:00 a.m. to 5:30 p.m. Central Time, excluding major U.S. holidays. When calling, please refer to Reference Number <<Member ID>>.

Sincerely,

A handwritten signature in black ink, appearing to read "John Evancho".

John Evancho  
Chief Compliance Officer  
OSF HealthCare System