



SOUTHEAST ALASKA REGIONAL HEALTH CONSORTIUM

Return Mail Processing Center
P.O. Box 6336
Portland, OR 97228-6336

<<Mail ID>>
<<Name1>>
<<Address1>>
<<Address2>>
<<City>><<State>><<Zip>>

<<Date>>

Dear <<Name 1>>,

SouthEast Alaska Regional Health Consortium is committed to maintaining the privacy and security of your personal information. Regrettably, I am writing you to inform you of an incident involving some of that information.

What Happened

On Wednesday, January 25, 2017, we learned that a targeted “spear phishing” email message had been sent to a SouthEast Alaska Regional Health Consortium employee. Spear phishing emails are an attempt by an individual or group to solicit personal information from unsuspecting users by employing social engineering techniques. Phishing emails are crafted to appear as if they have been sent from a legitimate organization or individual. There was evidence presented to leadership that an event necessitating a disclosure had occurred.

What Information Was Involved

Our investigation has determined that the information potentially accessed. We have determined that this incident impacted employees that may have worked for the Consortium during 2016. Information that was potentially accessed included name, address, Social Security number, and compensation.

What You Can Do

The FBI, IRS and state taxing authorities have been notified, but we are asking you to take proactive steps to protect your identity. To assist you, we are offering you a complimentary one-year membership to Experian’s® ProtectMyID® Alert. This product helps detect possible misuse of your personal information and provides identity protection services focused on immediate identification and resolution of identity theft, as well as insurance in case you are the victim of identity theft. This is completely free to you and enrolling in this program will not hurt your credit score. We encourage you to sign up using your unique activation code printed below. Enrollment will be accepted through May 6, 2017. In order to get these benefits, you must enroll in the program – we can’t do it for you. So please take the additional steps set forth on the following page.

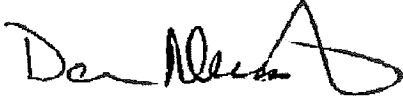
What We Are Doing

Over the last year we have increased the security of our systems and implemented tighter controls, but as we have just learned, no measure can provide complete protection. To help prevent something like this from happening again, we are reinforcing our information security training program with an emphasis on the detection and avoidance of phishing email scams and reviewing our internal procedures related to requests for sensitive information.

For More Information

If you have questions, please call our dedicated hotline at 844-616-6624 from 6:00 a.m. to 6:00 p.m. Pacific time, Monday to Friday. If you wish to speak with a SouthEast Alaska Regional Health Consortium representative, please contact Karen Mead at ContactUs@searhc.org to schedule a meeting.

Sincerely,

A handwritten signature in black ink, appearing to read "Dan Neumeister". The signature is fluid and cursive, with a large, stylized initial "D" and "N".

Dan Neumeister
Chief Operating Officer
SouthEast Alaska Regional Health Consortium

Activate ProtectMyID Now in Three Easy Steps

1. ENSURE That You Enroll By: <<Enrollment Deadline>> (Your code will not work after this date.)
2. VISIT the ProtectMyID Web Site to enroll: <http://www.protectmyid.com/redeem>
3. PROVIDE Your Activation Code: <<Enrollment Code>>

If you have questions or need an alternative to enrolling online, please call (877) 288-8057 and provide engagement #: <<Engagement Number>>

ADDITIONAL DETAILS REGARDING YOUR 12-MONTH PROTECTMYID MEMBERSHIP:

A credit card is not required for enrollment.

Once your ProtectMyID membership is activated, you will receive the following features:

- **Free copy of your Experian credit report**
- **Surveillance Alerts for:**
 - **Daily Bureau Credit Monitoring:** Alerts of key changes & suspicious activity found on your Experian, Equifax® and TransUnion® credit reports.
- **Identity Theft Resolution & ProtectMyID ExtendCARE:** Toll-free access to US-based customer care and a dedicated Identify Theft Resolution agent who will walk you through the process of fraud resolution from start to finish for seamless service. They will investigate each incident; help with contacting credit grantors to dispute charges and close accounts including credit, debit and medical insurance cards; assist with freezing credit files; contact government agencies.
 - It is recognized that identity theft can happen months and even years after a data breach. To offer added protection, you will receive ExtendCARE™, which provides you with the same high-level of Fraud Resolution support even after your ProtectMyID membership has expired.
- **\$1 Million Identity Theft Insurance^[1]:** Immediately covers certain costs including, lost wages, private investigator fees, and unauthorized electronic fund transfers.

Activate your membership today at <http://www.protectmyid.com/redeem> or call (877) 288-8057 to register with the activation code above.

Once your enrollment in ProtectMyID is complete, you should carefully review your credit report for inaccurate or suspicious items. If you have any questions about ProtectMyID, 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.

^[1] Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of 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.

Additional Steps You Can Take

Even if you choose not to take advantage of this free credit monitoring, we recommend that you remain vigilant for incidents of fraud or identity theft by reviewing your account statements and free credit reports for any unauthorized activity. You may obtain a copy of your credit report, free of charge, once every 12 months from each of the three nationwide credit reporting companies. To order your annual free credit report, please visit www.annualcreditreport.com or call toll free at 1-877-322-8228. Contact information for the three nationwide credit reporting companies is as follows:

Equifax, PO Box 740241, Atlanta, GA 30374, www.equifax.com, 1-800-685-1111
Experian, PO Box 2002, Allen, TX 75013, www.experian.com, 1-888-397-3742
TransUnion, PO Box 2000, Chester, PA 19016, www.transunion.com, 1-800-916-8800

If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should immediately contact the Federal Trade Commission and/or the Attorney General's office in your state. You can obtain information from these sources about steps an individual can take to avoid identity theft as well as information about fraud alerts and security freezes. You should also contact your local law enforcement authorities and file a police report. Obtain a copy of the police report in case you are asked to provide copies to creditors to correct your records. Contact information for the Federal Trade Commission is as follows:

Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580, 1-877-IDTHEFT (438-4338), www.ftc.gov/idtheft

If you know or suspect you are a victim of tax-related identity theft, the IRS recommends these steps:

- Respond immediately to any IRS notice; call the number provided or, if instructed, go to IDVerify.irs.gov.
- Complete IRS Form 14039, Identity Theft Affidavit, if your efiled return rejects because of a duplicate filing under your SSN or you are instructed to do so. Use a fillable form at IRS.gov, print, then attach the form to your return and mail according to instructions.
- Continue to pay your taxes and file your tax return, even if you must do so by paper.

If you previously contacted the IRS and did not have a resolution, contact the IRS for specialized assistance at 1-800-908-4490.

ORIGIN:DC:CBAA (310) 820-8800
STEPHANIE LUCAS
BAKER HOSTETLER LLP
SUITE 1400
LOS ANGELES, CA 90025
UNITED STATES US

SHIP DATE: 08FEB17
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TO OFFICE OF THE ATTORNEY GENERAL
ATTN: OFFICE OF CONSUMER PROTECTION
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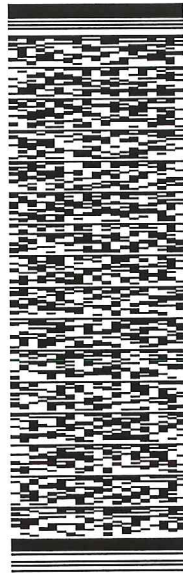
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PO: NV: (310) 442-8847

DEPT: *SEARCH*

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FOLD on this line and place in shipping pouch with bar code and delivery address visible

1. Fold the first printed page in half and use as the shipping label.
2. Place the label in a waybill pouch and affix it to your shipment so that the barcode portion of the label can be read and scanned.
3. Keep the second page as a receipt for your records. The receipt contains the terms and conditions of shipping and information useful for tracking your package.

Legal Terms and Conditions

Tendering packages by using this system constitutes your agreement to the service conditions for the transportation of your shipments as found in the applicable FedEx Service Guide, available upon request. FedEx will not be responsible for any claim in excess of the applicable declared value, whether the result of loss, damage, delay, non-delivery, misdelivery, or misinformation, unless you declare a higher value, pay an additional charge, document your actual loss and file a timely claim. Limitations found in the applicable FedEx Service Guide apply. Your right to recover from FedEx for any loss, including intrinsic value of the package, loss of sales, income interest, profit, attorney's fees, costs, and other forms of damage whether direct, incidental, consequential, or special is limited to the greater of 100 USD or the authorized declared value. Recovery cannot exceed actual documented loss. Maximum for items of extraordinary value is 500 USD, e.g. jewelry, precious metals, negotiable instruments and other items listed in our Service Guide. Written claims must be filed within strict time limits, see applicable FedEx Service Guide. FedEx will not be liable for loss or damage to prohibited items in any event or for your acts or omissions, including, without limitation, improper or insufficient packaging, securing, marking or addressing, or the acts or omissions of the recipient or anyone else with an interest in the package. See the applicable FedEx Service Guide for complete terms and conditions. To obtain information regarding how to file a claim or to obtain a Service Guide, please call 1-800-GO-FEDEX (1-800-463-3339).