STAMFORD HEALTH
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Affiliate: Columbia University College of Physicians and Surgeons
A Planetree Hospital
A Magnet® Recognized Hospital

October 15, 2020

[Insert Recipient's Name]
[Insert Address]
[Insert City, State, Zip]

RE: Notice of Blackbaud Security Incident

To the Estate of [First Name] [Last Name]**:**

Stamford Hospital deeply values our relationship with our patients and takes protection of personal information seriously. The purpose of this letter is to notify the estate ("you") of a cybersecurity incident that recently impacted one of our third-party software service providers, Blackbaud, Inc. ("Blackbaud"). Blackbaud is one of the largest fundraising software providers in the world, and is used by numerous health systems, hospitals, and academic institutions throughout the country. We use Blackbaud's software to help manage and store data related to our fundraising communications and activities with donors and prospective donors.

What happened? On July 16, 2020, we, along with Blackbaud's other customers, received notice of a ransomware attack Blackbaud experienced between February 7, 2020 and May 20, 2020. During this incident, cybercriminals obtained a copy of a subset of the data that Blackbaud maintains for the Hospital. Working with independent forensics experts and law enforcement, Blackbaud paid a ransom and the data was retrieved. Stamford Hospital subsequently conducted a thorough review of the data impacted by the incident. The vast majority of the information involved was non-sensitive demographic information (such as name, address or birth date) and philanthropic giving information. Stamford Hospital additionally requested Blackbaud provide a copy of Stamford Hospital's fundraising database impacted by the incident so the content could be verified. Based on Stamford Hospital's review of the database later provided by Blackbaud, on September 22, 2020, Stamford Hospital discovered that sensitive information may have also been implicated for certain individuals, some of whom may have been Hospital patients.

What information was involved? Our review of the matter indicates that the file accessed by the cybercriminal may have contained certain information about your family member, including demographic information (such as name, address or birth or death date), philanthropic giving information and references to health care. Credit card information, bank account information and Social Security number were not implicated by this incident.

Given the data elements involved, we do not believe there are any steps members of our donor community need to take to protect their information in connection with this incident. Additionally, Blackbaud does not believe this information was or will be misused, disseminated or otherwise made available publicly.

What is being done. Based on its investigation with forensic experts and law enforcement, Blackbaud believes that the copy of the data removed has been destroyed. As a precautionary measure, however, Blackbaud has represented that it will continue to monitor the web for any signs of the stolen data and implement additional safeguards to strengthen the security of its systems. For further information about the incident and the steps that Blackbaud has taken to address it, please visit Blackbaud's website here: https://www.blackbaud.com/securityincident.

Stamford Hospital is also assessing appropriate remediation steps to take to mitigate the risk of similar incidents recurring in the future. Remediation efforts will include revisiting and/or strengthening Stamford Hospital's arrangement with Blackbaud, removing sensitive data from the Blackbaud database where possible, and retraining Stamford Hospital employees regarding information collection practices.

Other important information. The privacy and security of donor and patient information is a very serious matter for us. We regret this occurrence and apologize for any inconvenience that it may cause. Should you have questions or concerns regarding this matter, please do not hesitate to contact us at 1-833-689-1143.

Sincerely,

Stamford Hospital