



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

<<first\_name>> <<middle\_name>> <<last\_name>> <<suffix>>  
<<address\_1>>  
<<address\_2>>  
<<city>>, <<state\_province>> <<postal\_code>>  
<<country>>

Dear <<first\_name>> <<middle\_name>> <<last\_name>> <<suffix>>,

Roper St. Francis Healthcare values the privacy and confidentiality of personal information. We have no indication that any of your information has been misused, however out of an abundance of caution we want to advise you of a recent incident that may have involved some of your information. This notice describes the incident, outlines the measures we have taken in response, and sets forth steps you can take to protect yourself.

On November 11, 2020, we learned that an unauthorized individual gained access to three workforce members' email accounts between October 14, 2020 and October 29, 2020. We immediately took steps to secure the email accounts, and a forensic security firm was engaged to conduct a thorough investigation into the incident. Through the investigation, we conducted a comprehensive review of the emails and attachments contained in the email accounts for patient information that may have been accessed or viewed by the unauthorized person. As a result of that review, on December 18, 2020, we identified one or more emails and/or attachments that may have included your name, date of birth, medical record or patient account number, health insurance information, and clinical or treatment information, such as date of service, provider name, or treatment cost information.

Although we have no evidence that your information has been misused, we wanted to let you know that this incident occurred and assure you that we take it very seriously. We recommend you review the statements you receive from your health insurer or healthcare provider. If you see services you did not receive or transactions you do not recognize, please contact the insurer or provider immediately.

We apologize for any inconvenience or concern this incident may cause. To help prevent something like this from happening again, we are enhancing our email security and providing continued education to our staff on email protection. Should you have any questions, please call 1-888-498-0916, Monday through Friday, between 9:00 a.m. and 6:30 p.m. Eastern Time.

Sincerely,

A handwritten signature in black ink that reads "Elizabeth H. Willis".

Elizabeth Willis  
Corporate Privacy Officer  
Roper St. Francis Healthcare