

August 13, 2025

Dear

I am contacting you on behalf of Mass General Brigham Medical Group a member of Mass General Brigham, to share details with you of a recent issue involving some of your personal information.

On April 28, 2025, we learned that in early April the account management help desk was contacted to change your phone number, which is used for two factor authentication. The caller was not able to authenticate via the existing two factor on the account to gain remote access. On April 23, 2025, the manager confirmed your identity and the phone number on the account, and it was changed allowing the caller to access your account. The caller gained access to your Workday account and changed your payroll direct deposit banking information. This was not discovered until after the money was withdrawn and the fake account closed. Your information exposed included:

- First and last name
- Address/Zip Code
- Date of Birth
- Email Address
- Name or Identifier for Individual's Employer,
- Phone,
- Social Security Number,
- Financial Data,
- Bank Account Number,
- W2 information,
- Retirement Contribution,
- Compensation History,
- Expense Payment Elections Expense Reports/transactions,
- Travel Profile.

To date, we have no knowledge that any of your information has been *further* used improperly. As a Massachusetts resident, you have the following rights:

- Right to obtain any police report filed regarding this incident.
- Right to file and obtain a copy of a police report if you are the victim of identity theft.
- Right to request that the credit bureaus place a security freeze on your file. Please refer to the enclosed information sheet for instructions on placing a security freeze on your credit report and additional steps you can take to further reduce any potential risk to you.

Additionally, we are offering you 24 months of free credit monitoring through Experian's IdentityWorksSM. More information on these Experian services, including instructions on how to activate the credit monitoring, is enclosed with this letter.

Mass General Brigham Digital Information Security and Privacy teams are fully committed to protecting the information that you have entrusted to us and regret this incident. Mass General Brigham Digital Information Security has taken appropriate steps to prevent incidents like this from occurring in the future including

SC INC-# 7117

updating the process for multi password authentication, revising policies and procedures related to authentication and training and retraining workforce members. We continue to improve the safeguards in place to protect patient information and promote training, education and accountability of our workforce.

If you have any questions about the incident, please feel free to contact the Mass General Brigham Privacy Office at 855-726-1300 from 8:30 a.m. to 5:00 p.m. Eastern Time Monday through Friday or at PrivacyOffice@mgb.org. Please refer to SC INC:# 7117 when you call. Alternatively, you may reach me directly at 857-282-2053 or scarleton1@mgb.org.

We take the privacy and security of your data seriously. We regret any concern or inconvenience this incident may cause and hope the information provided in this letter will be helpful to you.

Sincerely,

Susan C. Carleton

Susan C. Carleton, Privacy Officer
Sr. Manager, Compliance and Privacy Operations
Compliance, Audit & Business Integrity

Enclosures: Steps you can take to protect your identity
Details on Experian IdentityWorksSM, including steps to activate the credit monitoring

STEPS YOU CAN TAKE TO PROTECT YOUR IDENTITY

Security Freeze. A security freeze prevents credit reporting bureaus from releasing information in your credit file. This can make it harder for identify thieves to open new accounts in your name. Please be aware, however, that placing a security freeze on your credit report may delay approval of any requests you make for new loans, credit, mortgages, or other services.

You have the right to request a security freeze for free. To place a security freeze on your file, you must contact each of the three national credit reporting bureaus. You can contact them by phone, online submission, or mail.

Equifax Information Services P.O. Box 105788 Atlanta, GA 30348 1-800-685-1111 www.equifax.com/ personal/credit-report-services/	Experian P.O. Box 9554 Allen, TX 75013 1-888-397-3742 www.experian.com/help	TransUnion P.O. Box 2000 Chester, PA 19016 1-888-909-8872 www.transunion.com/ credit-help
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When requesting a security freeze, you will need to provide information to confirm your identity, such as your name, proof of your current address, your prior address if you've moved in the last five years, your date of birth, Social Security number, and other personal information.

A security freeze request made by phone or online will be effective within one hour. Requests by mail take up to three business days from when the bureau gets it to be effective. After requesting a freeze, you will be given a unique personal identification number (PIN) and/or a password. Keep this in a safe place as you will need it to temporarily lift or fully remove the security freeze.

The freeze will remain until you ask the credit bureau to temporarily lift or fully remove it. If the request is made online or by phone, a credit bureau must lift security freeze within one hour. If the request is made by mail, then the bureau must lift the freeze no later than three business days after getting your request. There is no charge for placing, lifting, or removing a security freeze.

Review Your Account Statements. Carefully review statements sent to you from healthcare providers as well as from your insurance company to ensure that all of your account activity is valid. Carefully review your bank, credit card, and other account statements every month to ensure that your account activity is valid. Report any questionable charges promptly to the provider or company with which you maintain the account.

Check Your Credit Report. Check your credit report to ensure that all your information is correct. You can obtain a free credit report once per year by visiting www.annualcreditreport.com or by calling 877-322-8228. If you notice any inaccuracies, report the dispute right away to the relevant credit reporting bureau. You can file a dispute on the relevant bureau's website or by contacting them at the number listed on your credit report. You can also report any suspicious activity to your local law enforcement, in which case you should request a copy of the police report and retain it for your records.

Fraud Alert. You have the right to request that the credit bureaus place a fraud alert on your file. A fraud alert tells creditors to contact you before opening any new accounts or increasing credit limits on your existing accounts. A fraud alert lasts for one year and is free of charge.

You need to contact only one of the three credit bureaus to place a fraud alert; the one you contact is required by law to contact the other two. For Fraud Alerts, use the credit bureau contact information, provided above in the Security Freeze section.

Consult the Federal Trade Commission. For more guidance on steps you can take to protect your information, you also can contact the Federal Trade Commission at www.ftc.gov/idtheft, or at 877-ID-THEFT (877-438-4338), or at the Identity Theft Clearinghouse, Federal Trade Commission, 600 Pennsylvania Avenue NW, Washington, D.C. 20580.

Experian IdentityWorksSM

To help you detect the possible misuse of your personal information, we are providing you with a complimentary 24-month membership in Experian's IdentityWorks credit monitoring product at no cost to you.

This product helps detect possible misuse of your personal information and provides you with superior identity protection services focused on immediate identification and resolution of identity theft.

Activate EXPERIAN IDENTITYWORKSSM MEMBERSHIP Now in Three Easy Steps

1. Ensure that you **enroll by: 9/30/2025** (After this date, your code will not work, and you will not be able to enroll)
2. **Visit** the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/3bcredit>
3. Provide your **activation code: JXWNMBSPB**

If you have questions or need an alternative to enrolling online, please contact Experian's customer care team at 877-890-9332 by **9/30/2025** and provide engagement # B146714

ADDITIONAL DETAILS REGARDING YOUR 24-MONTH EXPERIAN IDENTITYWORKS MEMBERSHIP

The Experian IdentityWorks enrollment and services are provided at no cost to you.

A credit card is **not** required for enrollment in Experian IdentityWorks.

You have automatic and immediate access to fraud assistance through Experian. Contact Experian if you believe there was fraudulent use of your information. Once you enroll in Experian IdentityWorks, you will have access to the following additional features:

- **Experian credit report at signup:** See what information is associated with your credit file. Daily credit reports are available for online members only.*
- **Credit Monitoring:** Actively monitors Experian, Equifax and Transunion files for indicators of fraud.
- **Experian IdentityWorks ExtendCARETM:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **\$1 Million Identity Theft Insurance^{**}:** Provides coverage for certain costs and unauthorized electronic fund transfers.

For additional actions you can consider taking to reduce the chances of identity theft or fraud on your account(s), refer to www.ExperianIDWorks.com/restoration.

* Offline members will be eligible to call for additional reports quarterly after enrolling

** Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of American International Group, Inc. (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