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Comprehensive Cancer Care Network ATLANTA | CHICAGO | PHILADELPHIA | PHOENIX | TULSA

2610 Sheridan Road Zion, IL 60099 Attn: Compliance Department

May 10, 2019

Dear

We are writing to let you know that Cancer Treatment Centers of America® (CTCA) at Southeastern Regional Medical Center recently learned about a security incident that may have involved certain personal information about you.

Our investigation concluded that the employee's email account contained certain personal information about you. The information that may have been affected included your name, financial information and/or Social Security Number, phone number, and address.

As a precaution to protect against potential misuse of your personal information, we recommend that you regularly monitor credit reports and account statements, to check for any unfamiliar charges or items. If you notice any services that you did not authorize, please contact your financial institution or law enforcement authorities, as appropriate.

While CTCA has not filed a police report and does not anticipate filing one for this incident, under Massachusetts law, you have the right to obtain any police report filed in regard to this incident.

To help protect your identity, we are offering a complimentary two-year membership of Experian's® IdentityWorksSM. This product provides you with superior identity detection and resolution of identity theft. To activate your membership and start monitoring your personal information please follow the steps below:

- Ensure that you enroll by: 8/31/2019 (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: https://www.experianidworks.com/3bcredit
- Provide your activation code:

If you have questions about the product, need assistance with identity restoration or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at 877-890-9332 by 8/31/2019. Be prepared to provide engagement number as proof of eligibility for the identity restoration services by Experian.

Even if you choose not to enroll in the free services that we have arranged for you with Experian, described above, you may wish to consider the following additional steps for further information protection.

Massachusetts law allows consumers to place a security freeze on their credit reports. A
security freeze prohibits a credit reporting agency from releasing any information from a
consumer's credit report without written authorization. However, please be aware that placing
a security freeze on your credit report may delay, interfere with, or prevent the timely
approval of any requests you make for new loans, credit mortgages, employment, housing, or
other services.

There is no charge to place a credit freeze. To place a security freeze on your credit report, you must contact each of the three major consumer reporting agencies at the addresses below:

Equifax Security Freeze 1-800-685-1111 P.O. Box 105788 Atlanta, GA 30348 https://www.equifax.com/personal/credit-report-services/

Experian Security Freeze 1-888-397-3742 P.O. Box 9554 Allen, TX 75013 https://www.experian.com/help

Trans Union Security Freeze 1-888-909-8872
Fraud Victim Assistance Department
P.O. Box 2000
Chester, PA 19016
https://www.transunion.com/credit-freeze

To request a security freeze, you may need to provide personal information, including your name, address, date of birth, and Social Security number. The credit reporting agencies have one business day after receiving your request by phone or online to place a security freeze on your credit report. The credit bureaus must also provide you with a unique personal identification number (PIN) or password.

To lift or remove the security freeze, you must contact the credit reporting agencies online or by phone or mail and include proper identification (name, address, and Social Security number) and the PIN number or password provided to you when you placed the security freeze. If the request is made online or by phone, the credit reporting agencies must lift the security freeze within an hour.

You can periodically request a free credit report to ensure credit accounts have not been activated without your knowledge. Every consumer, whether or not their data has been involved in a security breach, can receive one free report every twelve months from each of the three national credit bureaus listed below. In fact, it is a good practice for all consumers to order a free credit report from one of the three credit bureaus every four months, in order to continually monitor your accounts every year. You may obtain a free copy of your credit report once every 12 months by visiting http://www.annualcreditreport.com, calling toll-free 877-322-8228, or by completing an Annual Credit Report Request Form and mailing it to:

Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281 You can print a copy of the request form at http://www.ftc.gov/bcp/menus/consumer/credit/rights.shtm.

You can also purchase a copy of your credit report by contacting one of the three national consumer reporting agencies:

Equifax P.O. Box 740256 Atlanta, GA 30374-0241

800-685-1111 www.equifax.com,

Experian P.O. Box 2002 Allen, TX 75013 888-397-3742 www.experian.com

TransUnion
Fraud Victim Assistance Department
P.O. Box 2000

800-680-7289 www.transunion.com

P.O. Box 2000 Chester, PA 19016

Review the reports carefully for inquiries from companies you did not contact, accounts you did not open, and debts that you cannot explain. Verify the accuracy of your complete name, Social Security number, address(es), and employer(s). Notify the three consumer reporting agencies about any inaccuracies.

Review your account statements and credit reports, and promptly report any suspicious activity to proper law enforcement authorities, including local law enforcement, your state's attorney general, and the Federal Trade Commission ("FTC").

You may contact the FTC to obtain additional information about avoiding identity theft.

Federal Trade Commission

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

We take our responsibility to safeguard personal information seriously and remain committed to protecting such information. If you have any questions about this situation, please do not hesitate to contact our dedicated assistance line at 1-800-234-7139 from 8 a.m. – 8 p.m. CT, Monday through Saturday (excluding major U.S. holidays).

Sincerely,

Timothy E. Flanigan Chief Legal Officer

ADDITIONAL DETAILS REGARDING YOUR 24-MONTH EXPERIAN IDENTITYWORKS MEMBERSHIP:

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

You can contact Experian **immediately** regarding any fraud issues, and have access to the following features once you enroll in Experian IdentityWorks:

- 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.
- Internet Surveillance: Technology searches the web, chat rooms & bulletin boards 24/7 to identify trading or selling of your personal information on the Dark Web.
- Identity Restoration: Identity Restoration specialists are immediately available to help you address credit and non-credit related fraud.
- Experian IdentityWorks ExtendCARE™: You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- Up to \$1 Million Identity Theft Insurance**: Provides coverage for certain costs and unauthorized electronic fund transfers.

If you believe there was fraudulent use of your information and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent at 877-890-9332. If, after discussing your situation with an agent, it is determined that Identity Restoration support is needed, then an Experian Identity Restoration agent is available to work with you to investigate and resolve each incident of fraud that occurred (including, as appropriate, helping you with contacting credit grantors to dispute charges and close accounts; assisting you in placing a freeze on your credit file with the three major credit bureaus; and assisting you with contacting government agencies to help restore your identity to its proper condition).

Please note that this Identity Restoration support is available to you for two years from the date of this letter and does not require any action on your part at this time. The Terms and Conditions for this offer are located at www.ExperianlDWorks.com/restoration. You will also find self-help tips and information about identity protection at this site.

We take our responsibility to safeguard your personal information seriously and remain committed to protecting patient privacy and security. We are evaluating potential security enhancements and continuing to educate our workforce about how to identify suspicious emails to help ensure this does not happen in the future. If you have any questions about this situation, please do not hesitate to contact our dedicated assistance line at 1-800-234-7139 from 8 a.m. – 8 p.m. CT, Monday through Saturday (excluding major U.S. holidays).

^{*} 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