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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® IdentityWorks<sup>SM</sup>. 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.



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](http://www.equifax.com),

Experian  
P.O. Box 2002  
Allen, TX 75013

888-397-3742  
[www.experian.com](http://www.experian.com)

TransUnion  
Fraud Victim Assistance Department  
P.O. Box 2000  
Chester, PA 19016

800-680-7289  
[www.transunion.com](http://www.transunion.com)

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.

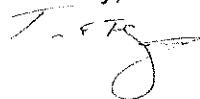
Review your account statements and credit reports, and promptly report any suspicious activity to proper law enforcement authorities, including local law enforcement, your state's attorney general, and the Federal Trade Commission ("FTC").

- 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.ExperianIDWorks.com/restoration](http://www.ExperianIDWorks.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