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Holy Family Hospital

Methuen • Haverhill

A STEWARD FAMILY HOSPITAL



September 19, 2019



We are writing to in response to the inadvertent acquisition of your personal belongings by another party that occurred on July 24, 2019, which included your personal information. We regret your belongings were not returned. As explained in more detail below, we recommend that you check your statements for any unauthorized activity since July 24, 2019, and monitor your credit.

Steps that have been taken in follow up to this incident?

Holy Family Hospital took immediate steps to retrieve your belongings which included your personal information (full name, debit card number). Holy Family Hospital subsequently provided you with financial compensation to replace certain items and to address temporary needs. In addition, Holy Family Staff provided you with a letter of explanation for your bank and assisted you with contacting your bank to put your debit card on hold.

Steps You Can Take to Protect Your Information

Although your information was not retrieved from the other party, Holy Family Hospital has no reason to believe that any person has misused, or will misuse, your data in way that might harm you. That said, there are steps you can take if you are concerned that your data might be misused— including requesting a security freeze or fraud alert on any bank and/or payment card accounts that you may maintain, and monitoring your credit. Additionally, Under Massachusetts law, you have the right to obtain any police report filed in regard to this incident. If you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it. Additional information regarding security freezes and fraud alerts is enclosed with this letter.

Holy Family Hospital would like to offer you two years of credit monitoring from Experian at no cost to you. If you would like to put such monitoring in place, you can activate the credit monitoring product by taking the following steps no later than **December 12, 2019**.

1. VISIT the Web Site: <https://www.experianidworks.com/credit> or call 877-890-9332.

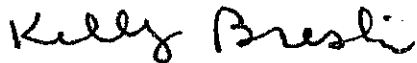
2. PROVIDE Your Activation Code: [REDACTED] and Engagement Number: [REDACTED]

In Closing

If you have any additional questions or need further assistance please feel free to reach out to Shevawn Fountain, Patient Advocate, at 978-687-0156 ext. 2604.

We sincerely apologize for any concern and inconvenience this incident has caused you. We take the confidentiality of your personal information very seriously. We will continue to strive to safeguard your information and to address any concerns that you might have about this incident or about the protection of your information in the future.

Sincerely,



Kelly Breslin
Holy Family Hospital Compliance & Privacy Officer
Office of Corporate Compliance & Privacy

ADDITIONAL INFORMATION ON IDENTIFY THEFT PREVENTION

The following proactive steps can help to detect and prevent financial fraud, medical identity theft or other misuse of your personal information:

Review your Credit Reports and Account Statements

It is recommended that you regularly review statements from your accounts and periodically obtain your credit report from one or more of the national credit reporting companies. You may obtain a free copy of your credit report once every 12 months by either visiting <http://www.annualcreditreport.com>, calling toll-free at 877-322-8228, or by completing an Annual Credit Report Request Form (found at <http://www.ftc.gov/bcp/menus/consumer/credit/rights.shtm>) and mailing it to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281.

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

Equifax	Experian	TransUnion
(800) 685-1111	(888) 397-3742	(800) 916-8800
www.equifax.com	www.experian.com	www.transunion.com
P.O. Box 740241	P.O. Box 9532	P.O. Box 6790
Atlanta, GA 30374-0241	Allen, TX 75013	Fullerton, CA 92834-6790

When you receive your credit reports, review them carefully. Look for accounts you did not open. Look for inquiries from creditors that you did not initiate. And look for personal information, such as home address and Social Security number, that is not accurate. If you see anything you do not understand, call the credit reporting agency at the telephone number on the report.

It is recommended you remain vigilant with respect to reviewing your account statements and credit reports, and promptly report any suspicious activity or suspected identity theft to proper law enforcement authorities, including local law enforcement. You may contact your local state Attorney General's Office or the national credit reporting agencies listed above, to learn about preventing identity theft and to obtain additional information about avoiding identity theft. All U.S. residents may also contact the Federal Trade Commission ("FTC") for additional information at the following address:

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

Fraud Alerts

One may also consider placing a fraud alert to put creditors and potential creditors on notice that one may be a victim of fraud. There are also two types of fraud alerts that you can place on your credit report to put your creditors on notice that you may be a victim of fraud: an initial alert and an extended alert. You may ask that an initial fraud alert be placed on your credit report if you suspect you have been, or are about to be, a victim of identity theft. An initial fraud alert stays on your credit report for at least 90 days. You may have an extended alert placed on your credit report if you have already been a victim of identity theft with the appropriate documentary proof. An extended fraud alert stays on your credit report for seven years. You can place a fraud alert on your credit report by calling the toll-free fraud number of any of the three national credit reporting agencies listed below.

Equifax

1-800-525-6285

www.equifax.com

Experian

1-888-397-3742

www.experian.com

TransUnion

1-800-680-7289

www.transunion.com

Credit or "Security" Freezes

You have the right to a free credit freeze, also known as a security freeze, on your credit file, so that no new credit can be opened in your name without the use of a PIN number that is issued to you when you initiate a freeze. A credit freeze is designed to prevent potential credit grantors from accessing your credit report without your consent. If you place a credit freeze, potential creditors and other third parties will not be able to get access to your credit report unless you temporarily lift the freeze. Therefore, using a credit freeze may delay your ability to obtain credit. In order to request a security freeze, you will need to provide the following information:

1. Your full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security Number;
3. Date of birth;
4. If you have moved in the past five (5) years, provide the addresses where you have lived over the prior five years;
5. Proof of current address such as a current utility bill or telephone bill;
6. A legible photocopy of a government issued identification card (state driver's license or ID card, military identification, etc.); and
7. If you are a victim of identity theft, include a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft;

The credit reporting agencies have three (3) business days after receiving your request to place a security freeze on your credit report. The credit bureaus must also send written confirmation to you within five (5) business days and provide you with a unique personal identification number (PIN) or password, or both that can be used by you to authorize the removal or lifting of the security freeze.

To lift the security freeze in order to allow a specific entity or individual access to your credit report, you must call or send a written request to the credit reporting agencies by 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 as well as the identities of those entities or individuals you would like to receive your credit report or the specific period of time you want the credit report available. The credit reporting agencies have three (3) business days after receiving your request to lift the security freeze for those identified entities or for the specified period of time.

To remove the security freeze, you must send a written request to each of the three credit bureaus by 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. The credit bureaus have three (3) business days after receiving your request to remove the security freeze.