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Curavi Health, Inc.  
2100 Wharton Street, Suite 510  
Pittsburgh, PA 15203

September 25, 2019

[INDIVIDUAL NAME]  
[STREET ADDRESS]  
[CITY, STATE AND POSTAL CODE]

Re: Notice of Data Security Incident

Dear [ ]:

We are writing on behalf of Curavi Health, Inc., a subsidiary of UPMC, to let you know about a data security incident that may involve your personal information.

***What Information Was Involved***

We recently discovered that, on or about August 27, 2019, an unknown person obtained unauthorized access to a Curavi email account that contained an email to which a completed Form W-9 relating to you was attached, which included your Social Security number. We have no evidence that this Form W-9 was actually accessed or acquired without authorization or that your personal information has been misused. In an abundance of caution, however, we wanted to notify you of the incident.

***What We Are Doing***

Upon discovering the incident, we promptly undertook an investigation and have been working closely with law enforcement. We also took prompt steps to secure the affected account and have enhanced our security measures designed to help prevent such incidents from occurring in the future.

***What You Can Do***

We have made arrangements with LifeLock® to provide you with identity theft protection services for two years, at no cost to you. To take advantage of this offer, you must enroll by December 18, 2019 by taking the following steps:

1. Call 1-800-899-0180 or visit [www.lifelock.com](http://www.lifelock.com) to enroll.
2. Use the promotion code: [XXXXXX] when prompted as well as your Member ID.
3. Your Member ID is [XXXXXX].

More information regarding LifeLock®, including benefits to be provided to you, are enclosed

with this letter.

We recommend that you remain vigilant for incidents of fraud and identity theft and monitor your accounts and free credit reports for signs of suspicious activity. How to obtain a free credit report and other guidance is provided in the enclosed Additional Resources document, which we encourage you to review.

As always, please be cautious of any unsolicited communications that ask you to provide your personal information electronically or over the telephone and avoid clicking on links or downloading attachments from suspicious emails.

We value your privacy and deeply regret that this incident occurred. If you have questions or would like further information or assistance, please contact Steve Menke at 412-219-7718.

Sincerely,

Alissa A. Meade  
President and CEO

## ADDITIONAL RESOURCES

- **Review Your Account Statements and Notify Law Enforcement of Suspicious Activity**

As a precautionary measure, we recommend that you remain vigilant by reviewing your account statements and credit reports closely. If you detect any suspicious activity on an account, you should promptly notify the financial institution or company with which the account is maintained. You also should promptly report any fraudulent activity or any suspected incidence of identity theft to proper law enforcement authorities, including your state attorney general and the Federal Trade Commission (FTC).

To file a complaint with the FTC, go to [IdentityTheft.gov](http://IdentityTheft.gov) or call 1-877-ID-THEFT (877-438-4338). Complaints filed with the FTC will be added to the FTC's Identity Theft Data Clearinghouse, which is a database made available to law enforcement agencies.

- **Obtain and Monitor Your Credit Report**

We recommend that you obtain a free copy of your credit report from each of the three major credit reporting agencies 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. You can access the request form at <https://www.annualcreditreport.com/requestReport/requestForm.action>.

You can also elect to purchase a copy of your credit report by contacting one of the three national credit reporting agencies. Contact information for the three national credit reporting agencies for the purpose of requesting a copy of your credit report or for general inquiries is provided below:

**Equifax:** P.O. Box 740241, Atlanta, GA 30374; (866) 349-5191; [www.equifax.com](http://www.equifax.com), P.O. Box 740241, Atlanta, GA 30374

**Experian:** P.O. Box 4500, Allen, TX 75013; (888) 397-3742; [www.experian.com](http://www.experian.com)

**TransUnion:** 2 Baldwin Place, P.O. Box 1000, Chester, PA 19016; (800) 888-4213; [www.transunion.com](http://www.transunion.com)

- **Consider Placing a Fraud Alert on Your Credit Report**

You may want to consider placing a fraud alert on your credit report. An initial fraud alert is free and will stay on your credit file for at least 90 days. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any accounts in your name. To place a fraud alert on your credit report, contact any of the three credit reporting agencies identified above. Additional information is available at <http://www.annualcreditreport.com>.

- **Take Advantage of Additional Free Resources on Identity Theft**

We recommend that you review the tips provided by the Federal Trade Commission's

Consumer Information website, a valuable resource with some helpful tips on how to protect your information. Additional information is available at <https://www.consumer.ftc.gov/topics/privacy-identity-online-security>.

For more information, please visit [IdentityTheft.gov](http://IdentityTheft.gov) or call 1-877-ID-THEFT (877-438-4338).

- **Security Freeze**

You have the right to put a security freeze on your credit file, free of charge. A security freeze (also known as a credit freeze) makes it harder for someone to open a new account in your name. It is designed to prevent potential creditors from accessing your credit report without your consent. As a result, using a security freeze may interfere with or delay your ability to apply for a new credit card, wireless phone, or any service that requires a credit check. You must separately place a security freeze on your credit file with each credit reporting agency.

You may use the following contact information below to request a security freeze over the phone, through the credit reporting agencies' websites, or by regular, certified, or overnight mail:

**Equifax Security Freeze:** P.O. Box 105788, Atlanta, GA 30348; 1-800-349-9960;  
<https://www.equifax.com/personal/credit-report-services/>

**Experian Security Freeze:** P.O. Box 9554, Allen, TX 75013; 1-888-397-3742;  
<https://www.experian.com/freeze/center.html>

**TransUnion Security Freeze:** P.O. Box 160, Woodlyn, PA 19094; 1-888-909-8872;  
<https://www.transunion.com/credit-freeze>

To place a security freeze, you may be required to provide the consumer reporting agency with information that identifies you including your full name, Social Security number, date of birth, current and previous addresses, a copy of your state-issued identification card, and a recent utility bill, bank statement, or insurance statement. There is no charge to request a security freeze or to remove a security freeze.

- **Your Right to Obtain a Police Report (*Residents of Massachusetts*)**

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 FROM LIFELOCK®

Curavi has retained LifeLock® to provide two (2) years of complimentary identity theft protection.

**To get protection immediately at no cost to you:**

1. Call 1-800-899-0180 or visit [www.lifelock.com](http://www.lifelock.com) to enroll.
2. Use the promotion code and member ID provided to you when prompted.

LifeLock's specialized team of telephone representatives is available 24 hours a day, seven days a week to help you enroll in identity theft protection services.

**You will have until December 18, 2019 to enroll in this service.**

Once you have completed the LifeLock enrollment process, the services will be in effect immediately. Your LifeLock Standard™ membership includes:

- ✓ LifeLock Identity Alert® System†
- ✓ LifeLock Privacy Monitor
- ✓ Live, U.S.-based Member Service Support
- ✓ Identity Restoration Support
- ✓ Priority Live Member Service Support
- ✓ Dollar for Dollar Stolen Funds Reimbursement up to \$25,000 for LifeLock Standard™‡

LifeLock backs up its services with its \$1 Million Service Guarantee‡.

No one can prevent all identity theft.

† LifeLock does not monitor all transactions at all businesses.

‡ Stolen Funds Reimbursement benefits and Service Guarantee benefits for State of New York members are provided under a Master Insurance Policy underwritten by State National Insurance Company. Benefits for all other members are provided under a Master Insurance Policy underwritten by United Specialty Insurance Company. Under the Stolen Funds Reimbursement, LifeLock will reimburse stolen funds up to \$25,000 for Standard membership, up to \$100,000 for Advantage membership and up to \$1 million for Ultimate Plus membership. Under the Service Guarantee LifeLock will spend up to \$1 million to hire experts to help your recovery. Please see the policy for terms, conditions and exclusions at [LifeLock.com/legal](http://LifeLock.com/legal).