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**METHODIST**  
 HOSPITALS  
 Return Mail Processing Center  
 P.O. Box 6336  
 Portland, OR 97228-6336

<<Mail ID>>  
 <<Name 1>>  
 <<Name 2>>  
 <<Address 1>>  
 <<Address 2>>  
 <<Address 3>>  
 <<Address 4>>  
 <<Address 5>>  
 <<City>><<State>><<Zip>>  
 <<Country>>

&lt;&lt;Date&gt;&gt;

Dear <<Name 1>>:

The Methodist Hospitals, Inc. ("Methodist") writes to notify you of a recent incident that may affect the security of some of your personal information. While we are unaware of any actual or attempted misuse of this information, this letter provides details of the incident, our response, and resources available to you to help protect your information from possible misuse, should you feel it is appropriate to do so.

**What Happened?** In June 2019, Methodist learned of unusual activity in an employee's email account. We immediately commenced an investigation, working with third-party forensic investigators, to assess the nature and scope of the email account activity. On August 7, 2019, the forensic investigation determined that two (2) Methodist employees fell victim to an email phishing scheme that allowed an unauthorized actor to gain access to their email accounts. The investigation determined that one account was subject to unauthorized access on June 12 and from July 1 to July 8, 2019 and that the other account was subject to unauthorized access from March 13 to June 12, 2019. While we have no evidence of actual or attempted misuse of any information present in the email accounts, we could not rule out the possibility of unauthorized access to data present in the accounts. In an abundance of caution, we undertook a comprehensive review of the data present in the accounts to confirm what records may be present. Based on our investigation, we determined that your information was present in the relevant emails at the time of the unauthorized access.

**What Information Was Involved?** Our investigation confirmed the information present in the relevant email accounts includes your <<Data Elements>>, and name.

**What Are We Doing?** We take this incident and the security of personal information in our care very seriously. Upon learning of this incident, we moved quickly to conduct an investigation, which included working with third-party forensic investigators, to confirm the nature and scope of the event and what information may be involved. Additionally, while we have security measures in place to protect data in our systems, we are reviewing our existing policies and procedures and implementing additional safeguards to further protect information. We are also reporting this incident to relevant state and federal regulators.

Although we are unaware of any actual or attempted misuse of your information as a result of this event, as an added precaution, we are offering you access to credit monitoring and identity theft protection service for 24 months at no cost to you. More information on these services and the steps to enroll may be found in the enclosed "Steps You Can Take to Protect Your Information."

**What Can You Do?** We encourage you to remain vigilant against incidents of identity theft and fraud, to review your account statements and explanation of benefits forms, and to monitor your credit reports for suspicious activity and to detect errors. You may also review the information contained in the attached "Steps You Can Take to Protect Your Information," and enroll to receive the identity protection services we are making available to you.

***For More Information.*** We recognize that you may have questions not addressed in this letter. For additional information, please contact our dedicated call center at 855-913-0610 Monday through Friday, 8:00 a.m. to 8:00 p.m., Central Time (excluding some U.S. national holidays).

Methodist remains committed to safeguarding information in our care and we sincerely regret any concern or inconvenience this incident may cause you.

Sincerely,

A handwritten signature in black ink, appearing to read 'Ray Grady', with a long horizontal flourish extending to the right.

Raymond Grady  
Chief Executive Officer  
The Methodist Hospitals

## STEPS YOU CAN TAKE TO PROTECT YOUR INFORMATION

### **Enroll in Two-Year myTrueIdentity Credit Monitoring Service**

As a safeguard, we have arranged for you to enroll, at no cost to you, in an online credit monitoring service (myTrueIdentity) for two years provided by TransUnion Interactive, a subsidiary of TransUnion,<sup>®</sup> one of the three nationwide credit reporting companies.

#### **How to Enroll: You can sign up online or via U.S. mail delivery**

- To enroll in this service, go to the myTrueIdentity website at [www.MyTrueIdentity.com](http://www.MyTrueIdentity.com) and, in the space referenced as "Enter Activation Code," enter the 12-letter Activation Code <<Insert Unique 12-letter Activation Code>> and follow the three steps to receive your credit monitoring service online within minutes.
- If you do not have access to the Internet and wish to enroll in a similar offline, paper-based credit monitoring service, via U.S. mail delivery, please call the TransUnion Fraud Response Services toll-free hotline at 1-855-288-5422. When prompted, enter the six-digit telephone passcode <<Insert static six-digit Telephone Pass Code>> and follow the steps to enroll in the offline credit monitoring service, add an initial fraud alert to your credit file, or to speak to a TransUnion representative if you believe you may be a victim of identity theft.

You can sign up for the online or offline credit monitoring service anytime between now and <<Enrollment Deadline>>. Due to privacy laws, we cannot register you directly. Please note that credit monitoring services might not be available for individuals who do not have a credit file with TransUnion or an address in the United States (or its territories) and a valid Social Security number. Enrolling in this service will not affect your credit score.

### **Monitor Accounts**

Under U.S. law, you are entitled to one free credit report annually from each of the three major credit reporting bureaus. To order your free credit report, visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call, toll-free, 1-877-322-8228. You may also contact the three major credit bureaus directly to request a free copy of your credit report.

You have the right to place a "security freeze" on your credit report, which will prohibit a consumer reporting agency from releasing information in your credit report without your express authorization. The security freeze is designed to prevent credit, loans, and services from being approved in your name without your consent. However, you should be aware that using a security freeze to take control over who gets access to the personal and financial information in your credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application you make regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, you cannot be charged to place or lift a security freeze on your credit report. Should you wish to place a security freeze, please contact the major consumer reporting agencies listed below:

#### **Experian**

PO Box 9554  
Allen, TX 75013  
1-888-397-3742  
[www.experian.com/freeze/center.html](http://www.experian.com/freeze/center.html)

#### **TransUnion**

P.O. Box 2000  
Chester, PA 19016  
1-888-909-8872  
[www.transunion.com/credit-freeze](http://www.transunion.com/credit-freeze)

#### **Equifax**

PO Box 105788  
Atlanta, GA 30348-5788  
1-800-685-1111  
[www.equifax.com/personal/credit-report-services](http://www.equifax.com/personal/credit-report-services)

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.);
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.

As an alternative to a security freeze, you have the right to place an initial or extended "fraud alert" on your file at no cost. An initial fraud alert is a 1-year alert that is placed on a consumer's credit file. Upon seeing a fraud alert display on a consumer's credit file, a business is required to take steps to verify the consumer's identity before extending new credit. If you are a victim of identity theft, you are entitled to an extended fraud alert, which is a fraud alert lasting seven years. Should you wish to place a fraud alert, please contact any one of the agencies listed below:

**Experian**

P.O. Box 2002  
Allen, TX 75013  
1-888-397-3742  
[www.experian.com/fraud/center.html](http://www.experian.com/fraud/center.html)

**TransUnion**

P.O. Box 2000  
Chester, PA 19016  
1-800-680-7289  
[www.transunion.com/fraud-victim-resource/place-fraud-alert](http://www.transunion.com/fraud-victim-resource/place-fraud-alert)

**Equifax**

P.O. Box 105069  
Atlanta, GA 30348  
1-888-766-0008  
[www.equifax.com/personal/credit-report-services](http://www.equifax.com/personal/credit-report-services)

You can further educate yourself regarding identity theft, fraud alerts, security freezes, and the steps you can take to protect yourself, by contacting the consumer reporting agencies, the Federal Trade Commission, or your state Attorney General. The Federal Trade Commission can be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580; [www.identitytheft.gov](http://www.identitytheft.gov); 1-877-ID-THEFT (1-877-438-4338); or TTY: 1-866-653-4261. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. You can obtain further information on how to file such a complaint by way of the contact information listed above. You have the right to file a police report if you ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, you will likely need to provide some proof that you have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement and your state Attorney General. This notice has not been delayed by law enforcement.

**For North Carolina residents**, the Attorney General may be contacted at: 9001 Mail Service Center, Raleigh, NC 27699-9001; 1-877-566-7226 or 1-919-716-6400; or [www.ncdoj.gov](http://www.ncdoj.gov).

**For Maryland residents**, the Attorney General may be contacted at: 200 St. Paul Place, 16th Floor, Baltimore, MD 21202; 1-888-743-0023; or [www.oag.state.md.us](http://www.oag.state.md.us).

**For Rhode Island residents**, the Rhode Island Attorney General maybe contacted at: 150 South Main Street, Providence, RI 02903; (401) 274-4400; or [www.riag.ri.gov](http://www.riag.ri.gov). A total of 2 Rhode Island residents are potentially impacted by this incident. You have the right to file and obtain a police report if you ever experience identity theft or fraud. Please note that, in order to file a crime report or incident report with law enforcement for identity theft, you may be asked to provide some kind of proof that you have been a victim.

**For New Mexico residents**, you have rights pursuant to the Fair Credit Reporting Act, such as the right to be told if information in your credit file has been used against you, the right to know what is in your credit file, the right to ask for your credit score, and the right to dispute incomplete or inaccurate information. Further, pursuant to the Fair Credit Reporting Act, the consumer reporting agencies must correct or delete inaccurate, incomplete, or unverifiable information; consumer reporting agencies may not report outdated negative information; access to your file is limited; you must give your consent for credit reports to be provided to employers; you may limit "prescreened" offers of credit and insurance you get based on information in your credit report; and you may seek damages from violators. You may have additional rights under the Fair Credit Reporting Act not summarized here. Identity theft victims and active duty military personnel have specific additional rights pursuant to the Fair Credit Reporting Act. We encourage you to review your rights pursuant to the Fair Credit Reporting Act by visiting [www.consumerfinance.gov/f/201504\\_cfpb\\_summary\\_your-rights-under-fcra.pdf](http://www.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf), or by writing Consumer Response Center, Room 130-A, Federal Trade Commission, 600 Pennsylvania Ave. N.W., Washington, D.C. 20580.

  
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<<Mail ID>>  
<<Name 1>>  
<<Name 2>>  
<<Address 1>>  
<<Address 2>>  
<<Address 3>>  
<<Address 4>>  
<<Address 5>>  
<<City>><<State>><<Zip>>  
<<Country>>

<<Date>>

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**What Information Was Involved?** Our investigation confirmed the information present in the relevant email accounts includes your <<Data Elements>>, and name.

**What Are We Doing?** We take this incident and the security of personal information in our care very seriously. Upon learning of this incident, we moved quickly to conduct an investigation, which included working with third-party forensic investigators, to confirm the nature and scope of the event and what information may be involved. Additionally, while we have security measures in place to protect data in our systems, we are reviewing our existing policies and procedures and implementing additional safeguards to further protect information. We are also reporting this incident to relevant state and federal regulators.

**What Can You Do?** We encourage you to remain vigilant against incidents of identity theft and fraud, to review your account statements and explanation of benefits forms, and to monitor your credit reports for suspicious activity and to detect errors. You may also review the information contained in the attached "Steps You Can Take to Protect Your Information."

**For More Information.** We recognize that you may have questions not addressed in this letter. For additional information, please contact our dedicated call center at 855-913-0610 Monday through Friday, 8:00 a.m. to 8:00 p.m., Central Time (excluding some U.S. national holidays).

Methodist remains committed to safeguarding information in our care and we sincerely regret any concern or inconvenience this incident may cause you.

Sincerely,

A handwritten signature in black ink, appearing to read 'R. Grady', with a long horizontal flourish extending to the right.

Raymond Grady  
Chief Executive Officer  
The Methodist Hospitals

## STEPS YOU CAN TAKE TO PROTECT YOUR INFORMATION

### Monitor Accounts

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3. Date of birth;
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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.);
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**For North Carolina residents,** the Attorney General may be contacted at: 9001 Mail Service Center, Raleigh, NC 27699-9001; 1-877-566-7226 or 1-919-716-6400; or [www.ncdoj.gov](http://www.ncdoj.gov).

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**For New Mexico residents,** you have rights pursuant to the Fair Credit Reporting Act, such as the right to be told if information in your credit file has been used against you, the right to know what is in your credit file, the right to ask for your credit score, and the right to dispute incomplete or inaccurate information. Further, pursuant to the Fair Credit Reporting Act, the consumer reporting agencies must correct or delete inaccurate, incomplete, or unverifiable information; consumer reporting agencies may not report outdated negative information; access to your file is limited; you must give your consent for credit reports to be provided to employers; you may limit "prescreened" offers of credit and insurance you get based on information in your credit report; and you may seek damages from violators. You may have additional rights under the Fair Credit Reporting Act not summarized here. Identity theft victims and active duty military personnel have specific additional rights pursuant to the Fair Credit Reporting Act. We encourage you to review your rights pursuant to the Fair Credit Reporting Act by visiting [www.consumerfinance.gov/f/201504\\_cfpb\\_summary\\_your-rights-under-fcra.pdf](http://www.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf), or by writing Consumer Response Center, Room 130-A, Federal Trade Commission, 600 Pennsylvania Ave. N.W., Washington, D.C. 20580.



  
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<<Mail ID>>  
The Next of Kin of  
<<Name 1>>  
<<Name 2>>  
<<Address 1>>  
<<Address 2>>  
<<Address 3>>  
<<Address 4>>  
<<Address 5>>  
<<City>><<State>><<Zip>>  
<<Country>>  
  
<<Date>>

To the Next of Kin of <<Name 1>>:

The Methodist Hospitals, Inc. ("Methodist") writes to notify you of a recent incident that may affect the security of some of your loved one's personal information. While we are unaware of any actual or attempted misuse of this information, this letter provides details of the incident, our response, and resources available to you to help protect your loved one's information from possible misuse, should you feel it is appropriate to do so.

**What Happened?** In June 2019, Methodist learned of unusual activity in an employee's email account. We immediately commenced an investigation, working with third-party forensic investigators, to assess the nature and scope of the email account activity. On August 7, 2019, the forensic investigation determined that two (2) Methodist employees fell victim to an email phishing scheme that allowed an unauthorized actor to gain access to their email accounts. The investigation determined that one account was subject to unauthorized access on June 12 and from July 1 to July 8, 2019 and that the other account was subject to unauthorized access from March 13 to June 12, 2019. While we have no evidence of actual or attempted misuse of any information present in the email accounts, we could not rule out the possibility of unauthorized access to data present in the accounts. In an abundance of caution, we undertook a comprehensive review of the data present in the accounts to confirm what records may be present. Based on our investigation, we determined that your loved one's information was present in the relevant emails at the time of the unauthorized access.

**What Information Was Involved?** Our investigation confirmed the information present in the relevant email accounts includes your loved one's <<Data Elements>>, and name.

**What Are We Doing?** We take this incident and the security of personal information in our care very seriously. Upon learning of this incident, we moved quickly to conduct an investigation, which included working with third-party forensic investigators, to confirm the nature and scope of the event and what information may be involved. Additionally, while we have security measures in place to protect data in our systems, we are reviewing our existing policies and procedures and implementing additional safeguards to further protect information. We are also reporting this incident to relevant state and federal regulators.

**What Can You Do?** We encourage you to remain vigilant against incidents of identity theft and fraud, to review your loved one's account statements and explanation of benefits forms, and to monitor credit reports for suspicious activity and to detect errors. You may also review the information contained in the attached "Steps You Can Take to Protect Information."

**For More Information.** We recognize that you may have questions not addressed in this letter. For additional information, please contact our dedicated call center at 855-913-0610 Monday through Friday, 8:00 a.m. to 8:00 p.m., Central Time (excluding some U.S. national holidays).

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Sincerely,

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Raymond Grady  
Chief Executive Officer  
The Methodist Hospitals

## STEPS YOU CAN TAKE TO PROTECT INFORMATION

### Monitor Accounts

There are steps you can take to protect your loved one's credit file, if your loved one maintained credit. Under U.S. law, adults are entitled to one free credit report annually from each of the three major credit reporting bureaus so long as you verify your authorization to make such a request on behalf of your loved one. To order this free credit report, visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call, toll-free, 1-877-322-8228.

You may also contact the three major credit bureaus directly to request a free copy of this credit report. We recommend contacting the three credit reporting agencies listed below to discuss your particular situation and obtain specific guidance. Once you establish a relationship with the credit reporting agency and verify your authorization to make a request on behalf of your loved one, you can request a copy of your loved one's credit report. A review of the credit report will let you know of any active credit accounts that still need to be closed or any pending collection notices. Be sure to ask for all contact information on accounts currently open in your loved one's name (credit granters, collection agencies, etc.) so that you can follow through with these entities.

You may also request, in writing, that the credit report list the following alert:

"Deceased. Do not issue credit. If an application is made for credit, notify the following person(s) immediately: (list yourself, and/or another authorized relative, and/or executor/trustee of the estate—noting the relationship of any individual listed to your family member—and/or a law enforcement agency)."

In most cases, this flag will prevent the opening of new credit accounts in your loved one's name. Contact information for the three major credit bureaus is as follows:

Equifax  
P.O. Box 105069  
Atlanta, GA 30348  
800-525-6285  
[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  
P.O. Box 2000  
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800-680-7289  
[www.transunion.com](http://www.transunion.com)

You can further educate yourself regarding identity theft, fraud alerts, and the steps you can take to protect personal information, by contacting the Federal Trade Commission or your state Attorney General as well as the credit reporting agencies listed above. The Federal Trade Commission can be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580; [www.identitytheft.gov](http://www.identitytheft.gov); 1-877-ID-THEFT (1-877-438-4338); or TTY: 1-866-653-4261. The Federal Trade Commission also encourages those who discover that information has been misused to file a complaint with them. You can obtain further information on how to file such a complaint by way of the contact information listed above. You have the right to file a police report if you ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, you will likely need to provide some proof that you or your loved one has been a victim. Instances of known or suspected identity theft should also be reported to law enforcement and your state Attorney General. This notice has not been delayed by law enforcement.

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<<Mail ID>>  
Parent or Guardian of  
<<Name 1>>  
<<Name 2>>  
<<Address 1>>  
<<Address 2>>  
<<Address 3>>  
<<Address 4>>  
<<Address 5>>  
<<City>><<State>><<Zip>>  
<<Country>>  
  
<<Date>>

Dear Parent or Guardian of <<Name 1>>:

The Methodist Hospitals, Inc. ("Methodist") writes to notify you of a recent incident that may affect the security of some of your minor's personal information. While we are unaware of any actual or attempted misuse of this information, this letter provides details of the incident, our response, and resources available to you to help protect your minor's information from possible misuse, should you feel it is appropriate to do so.

**What Happened?** In June 2019, Methodist learned of unusual activity in an employee's email account. We immediately commenced an investigation, working with third-party forensic investigators, to assess the nature and scope of the email account activity. On August 7, 2019, the forensic investigation determined that two (2) Methodist employees fell victim to an email phishing scheme that allowed an unauthorized actor to gain access to their email accounts. The investigation determined that one account was subject to unauthorized access on June 12 and from July 1 to July 8, 2019 and that the other account was subject to unauthorized access from March 13 to June 12, 2019. While we have no evidence of actual or attempted misuse of any information present in the email accounts, we could not rule out the possibility of unauthorized access to data present in the accounts. In an abundance of caution, we undertook a comprehensive review of the data present in the accounts to confirm what records may be present. Based on our investigation, we determined that your minor's information was present in the relevant emails at the time of the unauthorized access.

**What Information Was Involved?** Our investigation confirmed the information present in the relevant email accounts includes your minor's <<Data Elements>>, and name.

**What Are We Doing?** We take this incident and the security of personal information in our care very seriously. Upon learning of this incident, we moved quickly to conduct an investigation, which included working with third-party forensic investigators, to confirm the nature and scope of the event and what information may be involved. Additionally, while we have security measures in place to protect data in our systems, we are reviewing our existing policies and procedures and implementing additional safeguards to further protect information. We are also reporting this incident to relevant state and federal regulators.

Although we are unaware of any actual or attempted misuse of your minor's information as a result of this event, as an added precaution, we are offering your minor access to identity monitoring service for 24 months at no cost to you. More information on these services may be found in the enclosed "Steps You Can Take to Protect Information."

**What Can You Do?** We encourage you to remain vigilant against incidents of identity theft and fraud, to review your minor's account statements and explanation of benefits forms, and to monitor your minor's credit reports for suspicious activity and to detect errors. You may also review the information contained in the attached "Steps You Can Take to Protect Information," and enroll to receive the identity monitoring we are making available to you.

***For More Information.*** We recognize that you may have questions not addressed in this letter. For additional information, please contact our dedicated call center at 855-913-0610 Monday through Friday, 8:00 a.m. to 8:00 p.m., Central Time (excluding some U.S. national holidays).

Methodist remains committed to safeguarding information in our care and we sincerely regret any concern or inconvenience this incident may cause you.

Sincerely,

A handwritten signature in black ink, appearing to read 'Ray Grady', with a stylized flourish extending to the right.

Raymond Grady  
Chief Executive Officer  
The Methodist Hospitals

## STEPS YOU CAN TAKE TO PROTECT INFORMATION

### Enroll in Identity Monitoring

Equifax Child Identity Monitoring will scan the Equifax credit database for any instances of your minor's Social Security number and look for a copy of the minor's Equifax credit file.

- If no SSN match is found and no Equifax credit file exists, Equifax will create an Equifax credit file in the minor's name and immediately "lock" the Equifax credit file. This will prevent access to the minor's Equifax credit file in the future. If Equifax receives a request for your minor's Equifax credit report, you will receive an email alert.
- If there is a match and an Equifax credit file exists, Equifax will immediately "lock" the file and alert you to activity against the file, such as an attempt to open a new line of credit.
- The minor's Equifax credit file will be locked for 12 months from date of activation. After that time, the minor's Equifax credit file will be deleted from our credit database if it contains no credit data.

To enroll in Equifax Child Identity Monitoring go to [http://myservices.equifax.com/efx1\\_brminor](http://myservices.equifax.com/efx1_brminor) and follow the instructions below:

1. Enter the unique Activation Code <<Activation Code>> on the Welcome Page.
2. Complete the registration form with YOUR contact information first (name, gender, home address, date of birth, Social Security Number and telephone number) and click the "Continue" button.
3. Complete the account creation form with your email address, create a User Name and Password, after reviewing the Terms of Use, check the box to accept the Terms of Use and click the "Continue" button.
4. Verify your ID by answering up to four security questions. Please answer the questions and click the "Submit Order" button.
5. Confirm your order on the completed enrollment page. Please click the "View My Product" button to access the product features.
6. Click the orange button "Enroll Child" to enter your child's information (child's name, Date of Birth and Social Security Number).
  - Note: if you enter the child's SSN incorrectly, you will need to remove the minor by going to your Member Center and clicking on "My Account" to remove the minor from the account. You may then re-enroll the minor with the correct SSN.
7. Check the box confirming you are the child's parent or guardian.
8. Click "Submit" to enroll your child.

### Monitor Accounts

While minors under the age of 18 typically do not have credit files, the following information relates to protecting one's credit once established:

Under U.S. law, adults are entitled to one free credit report annually from each of the three major credit reporting bureaus. To order a free credit report, visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call, toll-free, 1-877-322-8228. You may also contact the three major credit bureaus directly to request a free copy of a credit report.

Adults have the right to place a "security freeze" on their credit report, which will prohibit a consumer reporting agency from releasing information in a credit report without express authorization. The security freeze is designed to prevent credit, loans, and services from being approved in a consumer's name without consent. However, you should be aware that using a security freeze to take control over who gets access to the personal and financial information in a credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application made regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, you cannot be charged to place or lift a security freeze on a credit report. Should you wish to place a security freeze, please contact the major consumer reporting agencies listed below:

#### **Experian**

PO Box 9554  
Allen, TX 75013  
1-888-397-3742  
[www.experian.com/freeze/center.html](http://www.experian.com/freeze/center.html)

#### **TransUnion**

P.O. Box 2000  
Chester, PA 19016  
1-888-909-8872  
[www.transunion.com/credit-freeze](http://www.transunion.com/credit-freeze)

#### **Equifax**

PO Box 105788  
Atlanta, GA 30348-5788  
1-800-685-1111  
[www.equifax.com/personal/credit-report-services](http://www.equifax.com/personal/credit-report-services)

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.);
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.

As an alternative to a security freeze, adults have the right to place an initial or extended "fraud alert" on their file at no cost. An initial fraud alert is a 1-year alert that is placed on a consumer's credit file. Upon seeing a fraud alert display on a consumer's credit file, a business is required to take steps to verify the consumer's identity before extending new credit. If you are a victim of identity theft, you are entitled to an extended fraud alert, which is a fraud alert lasting seven years. Should you wish to place a fraud alert, please contact any one of the agencies listed below:

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1-800-680-7289  
[www.transunion.com/  
fraud-victim-resource/  
place-fraud-alert](http://www.transunion.com/fraud-victim-resource/place-fraud-alert)

**Equifax**

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Atlanta, GA 30348  
1-888-766-0008  
[www.equifax.com/personal/  
credit-report-services](http://www.equifax.com/personal/credit-report-services)

You can further educate yourself regarding identity theft, fraud alerts, security freezes, and the steps you can take to protect yourself, by contacting the consumer reporting agencies, the Federal Trade Commission, or your state Attorney General. The Federal Trade Commission can be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580; [www.identitytheft.gov](http://www.identitytheft.gov); 1-877-ID-THEFT (1-877-438-4338); or TTY: 1-866-653-4261. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. You can obtain further information on how to file such a complaint by way of the contact information listed above. You have the right to file a police report if you ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, you will likely need to provide some proof that you have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement and your state Attorney General. This notice has not been delayed by law enforcement.

**For North Carolina residents**, the Attorney General may be contacted at: 9001 Mail Service Center, Raleigh, NC 27699-9001; 1-877-566-7226 or 1-919-716-6400; or [www.ncdoj.gov](http://www.ncdoj.gov).

**For Maryland residents**, the Attorney General may be contacted at: 200 St. Paul Place, 16th Floor, Baltimore, MD 21202; 1-888-743-0023; or [www.oag.state.md.us](http://www.oag.state.md.us).

**For Rhode Island residents**, the Rhode Island Attorney General maybe contacted at: 150 South Main Street, Providence, RI 02903; (401) 274-4400; or [www.riag.ri.gov](http://www.riag.ri.gov). A total of 2 Rhode Island residents are potentially impacted by this incident. You have the right to file and obtain a police report if you ever experience identity theft or fraud. Please note that, in order to file a crime report or incident report with law enforcement for identity theft, you may be asked to provide some kind of proof that you have been a victim.

**For New Mexico residents**, you have rights pursuant to the Fair Credit Reporting Act, such as the right to be told if information in your credit file has been used against you, the right to know what is in your credit file, the right to ask for your credit score, and the right to dispute incomplete or inaccurate information. Further, pursuant to the Fair Credit Reporting Act, the consumer reporting agencies must correct or delete inaccurate, incomplete, or unverifiable information; consumer reporting agencies may not report outdated negative information; access to your file is limited; you must give your consent for credit reports to be provided to employers; you may limit "prescreened" offers of credit and insurance you get based on information in your credit report; and you may seek damages from violators. You may have additional rights under the Fair Credit Reporting Act not summarized here. Identity theft victims and active duty military personnel have specific additional rights pursuant to the Fair Credit Reporting Act. We encourage you to review your rights pursuant to the Fair Credit Reporting Act by visiting [www.consumerfinance.gov/f/201504\\_cfpb\\_summary\\_your-rights-under-fcra.pdf](http://www.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf), or by writing Consumer Response Center, Room 130-A, Federal Trade Commission, 600 Pennsylvania Ave. N.W., Washington, D.C. 20580.

  
**METHODIST**  
HOSPITALS  
Return Mail Processing Center  
P.O. Box 6336  
Portland, OR 97228-6336

<<Mail ID>>  
Parent or Guardian of  
<<Name 1>>  
<<Name 2>>  
<<Address 1>>  
<<Address 2>>  
<<Address 3>>  
<<Address 4>>  
<<Address 5>>  
<<City>><<State>><<Zip>>  
<<Country>>

<<Date>>

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**What Information Was Involved?** Our investigation confirmed the information present in the relevant email accounts includes your minor's <<Data Elements>>, and name.

**What Are We Doing?** We take this incident and the security of personal information in our care very seriously. Upon learning of this incident, we moved quickly to conduct an investigation, which included working with third-party forensic investigators, to confirm the nature and scope of the event and what information may be involved. Additionally, while we have security measures in place to protect data in our systems, we are reviewing our existing policies and procedures and implementing additional safeguards to further protect information. We are also reporting this incident to relevant state and federal regulators.

**What Can You Do?** We encourage you to remain vigilant against incidents of identity theft and fraud, to review your minor's account statements and explanation of benefits forms, and to monitor your minor's credit reports for suspicious activity and to detect errors. You may also review the information contained in the attached "Steps You Can Take to Protect Information."

**For More Information.** We recognize that you may have questions not addressed in this letter. For additional information, please contact our dedicated call center at 855-913-0610 Monday through Friday, 8:00 a.m. to 8:00 p.m., Central Time (excluding some U.S. national holidays).



Methodist remains committed to safeguarding information in our care and we sincerely regret any concern or inconvenience this incident may cause you.

Sincerely,

A handwritten signature in black ink, appearing to read 'R. Grady', with a long horizontal flourish extending to the right.

Raymond Grady  
Chief Executive Officer  
The Methodist Hospitals

## STEPS YOU CAN TAKE TO PROTECT INFORMATION

### Monitor Accounts

While minors under the age of 18 typically do not have credit files, the following information relates to protecting one's credit once established:

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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.);
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You can further educate yourself regarding identity theft, fraud alerts, security freezes, and the steps you can take to protect yourself, by contacting the consumer reporting agencies, the Federal Trade Commission, or your state Attorney General. The Federal Trade Commission can be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580; [www.identitytheft.gov](http://www.identitytheft.gov); 1-877-ID-THEFT (1-877-438-4338); or TTY: 1-866-653-4261. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. You can obtain further information on how to file such a complaint by way of the contact information listed above. You have the right to file a police report if you ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, you will likely need to provide some proof that you have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement and your state Attorney General. This notice has not been delayed by law enforcement.

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**For New Mexico residents**, you have rights pursuant to the Fair Credit Reporting Act, such as the right to be told if information in your credit file has been used against you, the right to know what is in your credit file, the right to ask for your credit score, and the right to dispute incomplete or inaccurate information. Further, pursuant to the Fair Credit Reporting Act, the consumer reporting agencies must correct or delete inaccurate, incomplete, or unverifiable information; consumer reporting agencies may not report outdated negative information; access to your file is limited; you must give your consent for credit reports to be provided to employers; you may limit "prescreened" offers of credit and insurance you get based on information in your credit report; and you may seek damages from violators. You may have additional rights under the Fair Credit Reporting Act not summarized here. Identity theft victims and active duty military personnel have specific additional rights pursuant to the Fair Credit Reporting Act. We encourage you to review your rights pursuant to the Fair Credit Reporting Act by visiting [www.consumerfinance.gov/f/201504\\_cfpb\\_summary\\_your-rights-under-fcra.pdf](http://www.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf), or by writing Consumer Response Center, Room 130-A, Federal Trade Commission, 600 Pennsylvania Ave. N.W., Washington, D.C. 20580.

# **EXHIBIT B**

## NOTICE OF DATA INCIDENT

### ABOUT THE DATA PRIVACY EVENT

The Methodist Hospitals, Inc. ("Methodist") recently learned of an incident that may affect the privacy of certain information. Methodist is providing notice of the event so potentially affected individuals may take steps to better protect their personal information, should they feel it appropriate to do so.

### FREQUENTLY ASKED QUESTIONS

***What Happened?*** In June 2019, Methodist learned of unusual activity in an employee's email account. We immediately commenced an investigation, working with third-party forensic investigators, to assess the nature and scope of the email account activity. On August 7, 2019, the forensic investigation determined that two (2) Methodist employees fell victim to an email phishing scheme that allowed an unauthorized actor to gain access to their email accounts. The investigation determined that one account was subject to unauthorized access on June 12 and from July 1 to July 8, 2019 and that the other account was subject to unauthorized access from March 13 to June 12, 2019. While we have no evidence of actual or attempted misuse of any information present in the email accounts, we could not rule out the possibility of access to data present in the accounts. In an abundance of caution, we undertook a comprehensive review of the data present in the accounts to confirm what records may be present.

***What Information Was Involved?*** While the information that may have been present in the relevant email accounts varies by individual, it may include: name, address, health insurance subscriber, group, and/or plan number, group identification number, Social Security number, driver's license/state identification number, passport number, financial account number, payment card information, electronic signature, username and password, date of birth, medical record number, CSN number, HAR number, Medicare/Medicaid number, and medical treatment/diagnosis information.

***What Are We Doing?*** We take this incident and the security of personal information in our care very seriously. Upon learning of this incident, we moved quickly to conduct an investigation, which included working with third-party forensic investigators, to confirm the nature and scope of the event. Additionally, while we have security measures in place to protect data in our systems, we are reviewing our existing policies and procedures and implementing additional safeguards to further protect information. We are also reporting this incident to relevant state and federal regulators.

In response to this incident, Methodist conducted a comprehensive review to identify the individuals whose information was present in the relevant email accounts and is in the process of mailing written notification to those individuals. Additionally, although we are unaware of any actual or attempted misuse of information as a result of this event, as an added precaution, we are offering potentially affected individual access to credit monitoring and identity theft protection service for 24 months at no cost. More information on these services is included in the letter being mailed to those individuals whose information may be affected.

***What You Can Do?*** We encourage individual who may be potentially affected by this incident to remain vigilant against incidents of identity theft and fraud, to review account statements and explanation of benefits forms, and to monitor credit reports for suspicious activity and to detect errors. You may also review the information contained in the "Steps You Can Take to Protect Your Information" below.

***For More Information.*** For additional information, please contact our dedicated call center at 855-913-0610 Monday through Friday, 8 a.m. to 8 p.m., Central Time (excluding some U.S. national holidays).

## STEPS YOU CAN TAKE TO PROTECT YOUR INFORMATION

### Monitor Accounts

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**For North Carolina residents**, the Attorney General may be contacted at: 9001 Mail Service Center, Raleigh, NC 27699-9001; 1-877-566-7226 or 1-919-716-6400; or [www.ncdoj.gov](http://www.ncdoj.gov).

**For Maryland residents**, the Attorney General may be contacted at: 200 St. Paul Place, 16th Floor, Baltimore, MD 21202; 1-888-743-0023; or [www.oag.state.md.us](http://www.oag.state.md.us).

**For New Mexico residents**, you have rights pursuant to the Fair Credit Reporting Act, such as the right to be told if information in your credit file has been used against you, the right to know what is in your credit file, the right to ask for your credit score, and the right to dispute incomplete or inaccurate information. Further, pursuant to the Fair Credit Reporting Act, the consumer reporting agencies must correct or delete inaccurate, incomplete, or unverifiable information; consumer reporting agencies may not report outdated negative information; access to your file is limited; you must give your consent for credit reports to be provided to employers; you may limit "prescreened" offers of credit and insurance you get based on information in your credit report; and you may seek damages from violators. You may have additional rights under the Fair Credit Reporting Act not summarized here. Identity theft victims and active duty military personnel have specific additional rights pursuant to the Fair Credit Reporting Act. We encourage you to review your rights pursuant to the Fair Credit Reporting Act by visiting [www.consumerfinance.gov/f/201504\\_cfpb\\_summary\\_your-rights-under-fcra.pdf](http://www.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf), or by writing Consumer Response Center, Room 130-A, Federal Trade Commission, 600 Pennsylvania Ave. N.W., Washington, D.C. 20580.

**For Rhode Island Residents**, the Rhode Island Attorney General may be reached at: 150 South Main Street, Providence, Rhode Island 02903; [www.riag.ri.gov](http://www.riag.ri.gov); or 1-401-274-4400. Under Rhode Island law, you have the right to obtain any police report filed in regard to this incident. There are approximately 2 Rhode Island residents whose information may have been present in the relevant emails.