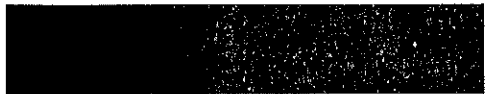


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**IMPORTANT INFORMATION
PLEASE REVIEW CAREFULLY**

<<Date>>

Dear [Redacted]:

We are writing with important information regarding a recent email security incident. The privacy and security of the information provided to us is of the utmost importance to Northwestern Health Sciences University ("NWH SU"). As such, we wanted to provide you with information about the incident and let you know that we continue to take significant measures to protect your information.

What Happened?

We have learned that one NWH SU employee email account may have been compromised by an email phishing attack resulting in unauthorized access to the email box.

What We Are Doing.

Upon learning of the issue, we commenced a prompt and thorough investigation. As part of our investigation, we have been working very closely with external data privacy and cybersecurity professionals experienced in handling these types of incidents. After an extensive forensic investigation and manual email review, we discovered on September 4, 2019 that the impacted email account that was accessed between March 14, 2019 and March 22, 2019 contained some of your personal and protected health information. We have no evidence that any of the information has been misused. Nevertheless, out of an abundance of caution, we want to make you aware of the incident.

What Information Was Involved?

The impacted email account that was accessed contained some of your personal and protected health information, including your full name and medical information (diagnosis, treatment, medications and/or insurance information).

What You Can Do.

We have no information to date indicating that your Protected Health Information (PHI) involved in this incident was or will be used for any unintended purposes. As a general matter, however, the following practices can help to protect you from medical identity theft.

- Only share your health insurance cards with your health care providers and other family members who are covered under your insurance plan or who help you with your medical care.
- Review your "explanation of benefits statement" which you receive from your health insurance company. Follow up with your insurance company or care provider for any items you do not recognize. If necessary, contact the care provider on the explanation of benefits statement and ask for copies of medical records from the date of the potential access (noted above) to current date.
- Ask your insurance company for a current year-to-date report of all services paid for you as a beneficiary. Follow up with your insurance company or the care provider for any items you do not recognize.

For More Information.

Please accept our apologies that this incident occurred. We are committed to maintaining the privacy of personal and protected health information in our possession and have taken many precautions to safeguard it. We continually evaluate and modify our practices and internal controls to enhance the security and privacy of your personal and protected health information, including updating passwords and enhancing email access protocols.

If you have any further questions regarding this incident, please call our dedicated and confidential toll-free response line that we have set up to respond to questions at [REDACTED]. This response line is staffed with professionals familiar with this incident and knowledgeable on what you can do to protect against misuse of your information. The response line is available Monday through Friday, 8am to 8pm Central Time.

Sincerely,

