17323

Walgreens

200 Wilmot Road
MS #9000
Deerfield, IL 60015

July 24, 2020

Name
Address
City, State Zip

Engagement Number: DB21435

Dear First Name Last Name:

We recently learned of a potential compromise of certain information about you located at a Walgreens store. We are contacting you to provide you with information about the incident and also with information about steps you can take to protect yourself.

WHAT HAPPENED

Sometime between May 26 and June 5, 2020, various groups of individuals broke into multiple Walgreens stores and forced entry into the secured pharmacy at select locations, including your preferred Walgreens. Among the many items stolen were certain items containing health-related information —such as filled prescriptions waiting for customer pick up and paper records. This included a very limited number of hard drives that were attached to stolen cash registers. These hard drives contained information about certain recent pharmacy purchases completed at that cash register. One pharmacy automation device that stored prescription labeling information for a short time period was also involved.

Between May 26 and June 5, Walgreens discovered customer information was impacted. We later determined that one or more of the items described above may have contained your information. We wanted to alert you to this fact.

WHAT INFORMATION WAS INVOLVED

We would like to assure you that our investigation has determined that your credit/debit card number, banking information, driver's license number and Social Security Number were NOT compromised. The information of yours that may have been involved included one or more of the following data elements (where applicable):

- First and last name
- Address
- Phone number
- Date of birth and/or age
- Clinical information such as medication name, strength, quantity, and description
- Prescription number
- Prescriber name
- Health plan name and group number
- Vaccination information including eligibility information
- Email Address
- Balance Rewards Number

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WHAT WE ARE DOING

Upon learning of the potential compromise of information, Walgreens promptly took steps to close out and re-enter impacted prescriptions in our system to prevent potential fraud regarding the original prescription. Insurance claims were also reversed for any stolen filled prescriptions that had already been billed to health plans. Walgreens is coordinating with local law enforcement where appropriate. Further, Walgreens regularly evaluates its safeguards and will continue to do so.

WHAT YOU CAN DO

Walgreens recommends that you monitor your prescription and medical records. Further, as a general matter, we recommend the following actions as good practices our customers can take to protect themselves from medical identity theft:

- Review your "explanation of benefits statement" which you get from your health insurance company. Follow up with your insurance company or the care provider for any items you don't recognize.
- 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 care provider for any items you don't recognize.

Additionally, even though your financial information was not involved, we have enclosed information on steps you can take to further protect your information, and how to obtain a free copy of your credit report from each of the three (3) major credit reporting agencies as a courtesy for your reference.

FOR MORE INFORMATION

For further information and assistance, please contact Walgreens' toll free number 1 (866) 918-7267 (M-F 6 a.m. – 8 p.m. PDT & Sat/Sun 8 a.m. – 5 p.m. PDT). You can also contact us in writing at 200 Wilmot Road, MS 9000, Deerfield, Illinois 60015.

We appreciate and value the confidence that you place in Walgreens. We take our obligation to protect your health information very seriously. Please know we will continue to work diligently to protect your personal information.

Sincerely,

Rina Shah, PharmD
Vice President, Pharmacy Operations
Walgreen Co.

Walgreens

Protect your Information

Review Your Account Statements. It is important that you remain vigilant in reviewing your account statements and monitoring credit reports closely. Even though no financial information was involved in this incident, any time you detect 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, your state attorney general, or the Federal Trade Commission. In some states, you may also obtain a police report regarding this incident.

Obtain and Monitor Your Credit Report. You have the right to obtain a free copy of your credit report from each of the 3 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 print a copy of the request form at http://www.consumer.ftc.gov/articles/pdf-0093-annual-report-request-form.pdf. Or you can elect to purchase a copy of your credit report and optional remediation services by contacting one of the three national credit reporting agencies shown below:

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	535 Anton Blvd., Suite 100 Costa	2 Baldwin Place
Atlanta, GA 30374	Mesa, CA 92626	P.O. Box 1000
		Chester, PA 19016

Consider Placing a Fraud Alert on Your Credit Report. You may consider placing a fraud alert on your credit report. This fraud alert statement 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.

Other Important Information

Security Freeze. In some U.S. states, you have the right to put a security freeze on your credit file. 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, cell phone, or any service that requires a credit check. Additionally, if you request a security freeze from a consumer reporting agency there may be a fee up to $10 to place, lift, or remove the security freeze; however, this fee may be less in certain states (in MA, there shall be no charge). In order 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. You must separately place a security freeze on your credit file with each credit reporting agency referenced above.

Take Advantage of Additional Free Resources on Identity Theft In addition to credit reporting agencies, you can also contact the Federal Trade Commission (FTC) about fraud alerts and security freezes, as well as how to avoid or prevent identity theft. The FTC identity theft hotline number is: 1-877-ID-THEFT (877-438-4338); TTY: 1-866653-4261. They also provide information on-line at www.ftc.gov/idtheft, and their

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mailing address is 600 Pennsylvania Avenue, NW, Washington, DC 20580. The FTC 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: In addition to the FTC, you can also obtain information about preventing identity theft from your Attorney General by referring to the contact information resources below:

North Carolina Consumer Protection Division
Consumer Protection Division
Attorney General's Office
Mail Service Center 9001
Raleigh, NC 27699-9001
Toll-free within North Carolina 1-877-5-NO-SCAM
From outside North Carolina: (919) 716-6000
En Espanol: (919) 716-0058

Walgreens

200 Wilmot Road
MS #9000
Deerfield, IL 60015

July 24, 2020

Name
Address
City, State Zip

Engagement Number: DB21249

Dear First Name Last Name:

We recently learned of a potential compromise of certain information about you located at a Walgreens store. We are contacting you to provide you with information about the incident and also with information about steps you can take to protect yourself.

WHAT HAPPENED

Sometime between May 26 and June 5, 2020, various groups of individuals broke into multiple Walgreens stores and forced entry into the secured pharmacy at select locations, including your preferred Walgreens. Among the many items stolen were certain items containing health-related information —such as filled prescriptions waiting for customer pick up and paper records. [Extra 1]

Between May 26 and June 5, Walgreens discovered customer information was impacted. We later determined that one or more of the items described above may have contained your information. We wanted to alert you to this fact.

WHAT INFORMATION WAS INVOLVED

We would like to assure you that our investigation has determined that your credit/debit card number, banking information, and Social Security Number were NOT compromised. The information of yours that may have been involved included one or more of the following data elements (where applicable):

- First and last name
- Address
- Phone number
- Date of birth and/or age
- Clinical information such as medication name, strength, quantity, and description
- Prescription number
- Prescriber name
- Health plan name and group number
- Vaccination information including eligibility information
- Email Address
- Balance Rewards Number
- Photo ID Number - Driver's License, state ID, military ID, or passport (e.g. for purchases such as pseudoephedrine)

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WHAT WE ARE DOING

Upon learning of the potential compromise of information, Walgreens promptly took steps to close out and re-enter impacted prescriptions in our system to prevent potential fraud regarding the original prescription. Insurance claims were also reversed for any stolen filled prescriptions that had already been billed to health plans. Walgreens is coordinating with local law enforcement where appropriate. Further, Walgreens regularly evaluates its safeguards and will continue to do so.

WHAT YOU CAN DO

Walgreens recommends that you monitor your prescription and medical records. Further, as a general matter, we recommend the following actions as good practices our customers can take to protect themselves from medical identity theft:

- Review your "explanation of benefits statement" which you get from your health insurance company. Follow up with your insurance company or the care provider for any items you don't recognize.
- 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 care provider for any items you don't recognize.

Additionally, even though your financial information was not involved, we have enclosed information on steps you can take to further protect your information, and how to obtain a free copy of your credit report from each of the three (3) major credit reporting agencies as a courtesy for your reference.

To help protect your identity, we are offering a complimentary one-year membership of Experian's® IdentityWorks℠. To activate your membership and start monitoring your personal information please follow the steps outlined in the following page.

FOR MORE INFORMATION

For further information and assistance, please contact Walgreens' toll free number at 1 (866) 918-7267 (M-F 6 a.m. – 8 p.m. PDT & Sat/Sun 8 a.m. – 5 p.m. PDT). You can also contact us in writing at 200 Wilmot Road, MS 9000, Deerfield, Illinois 60015. [Extra 2]

We appreciate and value the confidence that you place in Walgreens. We take our obligation to protect your health information very seriously. Please know we will continue to work diligently to protect your personal information.

Sincerely,

Rina Shah, PharmD
Vice President, Pharmacy Operations
Walgreen Co.

Walgreens

ADDITIONAL DETAILS REGARDING YOUR ONE YEAR EXPERIAN IDENTITYWORKS MEMBERSHIP:

As mentioned in the body of your letter, Walgreens is offering you complimentary credit monitoring for one year with Experian. Additional details regarding your IdentityWorks membership are outlined below:

Enroll in Complimentary Credit Monitoring:
To help protect your identity, we are offering a complimentary one-year membership of Experian's® IdentityWorks℠. 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**: **October 31, 2020** (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: https://www.experianidworks.com/plus
- Provide your **activation code**: **[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 October 31, 2020. Be prepared to provide engagement number **DB21249** as proof of eligibility for the identity restoration services by Experian.

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 file 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 one year 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. You will also find self-help tips and information about identity protection at this site.

Walgreens

General Information Regarding Protecting Your Information

Review Your Account Statements. It is important that you remain vigilant in reviewing your account statements and monitoring credit reports closely. Even though no financial information was involved in this incident, any time you detect 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, your state attorney general, or the Federal Trade Commission. In some states, you may also obtain a police report regarding this incident.

Obtain and Monitor Your Credit Report. You have the right to obtain a free copy of your credit report from each of the 3 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 print a copy of the request form at http://www.consumer.ftc.gov/articles/pdf-0093-annual-report-request-form.pdf. Or you can elect to purchase a copy of your credit report and optional remediation services by contacting one of the three national credit reporting agencies shown below:

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www.equifax.com	www.experian.com	www.transunion.com
P.O. Box 740241	535 Anton Blvd., Suite 100 Costa	2 Baldwin Place
Atlanta, GA 30374	Mesa, CA 92626	P.O. Box 1000
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Other Important Information

Security Freeze. In some U.S. states, you have the right to put a security freeze on your credit file. 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, cell phone, or any service that requires a credit check. Additionally, if you request a security freeze from a consumer reporting agency there may be a fee up to $10 to place, lift, or remove the security freeze; however, this fee may be less in certain states (in MA, there shall be no charge). In order 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. You must separately place a security freeze on your credit file with each credit reporting agency referenced above.

Take Advantage of Additional Free Resources on Identity Theft In addition to credit reporting agencies, you can also contact the Federal Trade Commission (FTC) about fraud alerts and security freezes, as well as how to avoid or prevent identity theft. The FTC identity theft hotline number is: 1-877-ID-THEFT (877-438-4338); TTY: 1-866653-4261. They also provide information on-line at www.ftc.gov/idtheft, and their mailing address is 600 Pennsylvania Avenue, NW, Washington, DC 20580. The FTC encourages those who discover that their information has been misused to file a complaint with them. You can obtain further

Walgreens

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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Consumer Protection Division
Attorney General's Office
Mail Service Center 9001
Raleigh, NC 27699-9001
Toll-free within North Carolina 1-877-5-NO-SCAM
From outside North Carolina: (919) 716-6000
En Espanol: (919) 716-0058

Walgreens

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July 24, 2020

Name
Address
City, State Zip

Engagement Number: DB21435

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Walgreens

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Rina Shah

Rina Shah, PharmD
Vice President, Pharmacy Operations
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Atlanta, GA 30374	Mesa, CA 92626	P.O. Box 1000
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Consumer Protection Division
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From outside North Carolina: (919) 716-6000
En Espanol: (919) 716-0058