

May 21, 2024

[Name]

[Address Line 1]

[City, State Zip]

Dear [NAME]:

On behalf of McLean Hospital, a member of Mass General Brigham (“MGB”), I’m writing to notify you of an incident we recently became aware of that may have involved some of your information.

What Happened?

On February 8, 2024, MGB discovered a privacy incident involving an email archive that impacted the information of individuals who received MRI scans as research participants or in connection with clinical services between June 15, 2020 to February 9, 2024. McLean Hospital and MGB immediately conducted an investigation into the issue. McLean Hospital’s review concluded on May 3, 2024.

What Information Was Involved?

After a thorough review, it was determined that not all individuals had the same data involved and, in fact, the vast majority of individuals had limited information impacted in this incident. The information may have included your name, address, medical record number, date of birth, Social Security Number, driver’s license number, health insurance policy number, email address and phone number. The clinical information involved may have included your date of service, procedure type, diagnosis, medications, or other information such as clinical location or participation in a research study.

What We Are Doing.

We are fully committed to protecting the information entrusted to us, and we sincerely regret that this incident occurred. McLean Hospital and MGB have taken several steps to mitigate and help prevent incidents like this from occurring in the future.

Additionally, we are offering you 24 months of free credit monitoring and other services through Experian’s IdentityWorksSM. More information on these Experian services, including instructions on how to activate the credit monitoring, is enclosed with this letter.

What You Can Do.

In addition to enrolling in complimentary credit monitoring services, we are enclosing with this letter a reference guide with a list of various steps that you can take to protect your personal information. As a Massachusetts resident, you have the following rights:

- Right to obtain any police report filed regarding this incident.
- Right to file and obtain a copy of a police report if you are the victim of identity theft.
- Right to request that the credit bureaus place a security freeze on your file. Please refer to the enclosed information sheet for instructions on placing a security freeze on your

credit report and additional steps you can take to further reduce any potential risk to you.

For More Information.

If you have any questions or would like further information about this matter, please contact our Privacy Office toll free at 877-304-2665 during the hours of 8:00 a.m. to 4:00 p.m. Eastern Time, Monday through Friday except U.S. holidays, or by email at ghansen11@mgb.org.

We regret any concern or inconvenience this may cause you and will make every effort to address any questions you may have.

Sincerely,

Gage-David Hansen
McLean Hospital
Privacy Officer

**Enclosures: Reference Guide
 Details on Experian IdentityWorksSM, including steps to activate the credit
 monitoring**

REFERENCE GUIDE

Review Your Account Statements. Carefully review statements sent to you from healthcare providers as well as from your insurance company to ensure that all of your account activity is valid. Carefully review your bank, credit card, and other account statements every month to ensure that your account activity is valid. Report any questionable charges promptly to the provider or company with which you maintain the account.

Provide Any Updated Personal Information to Your Health Care Provider. Your health care provider's office will ask to see a photo ID to verify your identity. Please bring a photo ID with you to every appointment if possible. Your provider's office will also ask you to confirm your date of birth, address, telephone, and other pertinent information so that we can make sure that all of your information is up to date. Please be sure and tell your provider's office when there are any changes to your information. Carefully reviewing this information with your provider's office at each visit helps us to avoid problems and address them quickly should there be any discrepancies.

Security Freeze. A security freeze prevents credit reporting bureaus from releasing information in your credit file. This can make it harder for identify thieves to open new accounts in your name. Please be aware, however, that placing a security freeze on your credit report may delay approval of any requests you make for new loans, credit, mortgages, or other services.

You have the right to request a security freeze for free. To place a security freeze on your file, you must contact each of the three national credit reporting bureaus. You can contact them by phone, online submission, or mail.

Equifax Information Services P.O. Box 105788 Atlanta, GA 30348 1-800-685-1111 www.equifax.com/ personal/credit-report- services/	Experian P.O. Box 9554 Allen, TX 75013 1-888-397-3742 www.experian.com/help	TransUnion P.O. Box 2000 Chester, PA 19016 1-888-909-8872 www.transunion.com/ credit-help
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When requesting a security freeze, you will need to provide information to confirm your identity, such as your name, proof of your current address, your prior address if you've moved in the last five years, your date of birth, Social Security number, and other personal information.

A security freeze request made by phone or online will be effective within one hour. Requests by mail take up to three business days from when the bureau gets it to be effective. After requesting a freeze, you will be given a unique personal identification number (PIN) and/or a password. Keep this in a safe place as you will need it to temporarily lift or fully remove the security freeze.

The freeze will remain until you ask the credit bureau to temporarily lift or fully remove it. If the request is made online or by phone, a credit bureau must lift security freeze within one hour. If the request is made by mail, then the bureau must lift the freeze no later than three

business days after getting your request. There is no charge for placing, lifting, or removing a security freeze.

Check Your Credit Report. Check your credit report to ensure that all your information is correct. You can obtain a free credit report once per year by visiting www.annualcreditreport.com or by calling 877-322-8228. If you notice any inaccuracies, report the dispute right away to the relevant credit reporting bureau. You can file a dispute on the relevant bureau's website or by contacting them at the number listed on your credit report. You can also report any suspicious activity to your local law enforcement, in which case you should request a copy of the police report and retain it for your records.

Fraud Alert. You have the right to request that the credit bureaus place a fraud alert on your file. A fraud alert tells creditors to contact you before opening any new accounts or increasing credit limits on your existing accounts. A fraud alert lasts for one year and is free of charge.

You need to contact only one of the three credit bureaus to place a fraud alert; the one you contact is required by law to contact the other two. For Fraud Alerts, use the credit bureau contact information, provided above in the Security Freeze section.

Consult the Federal Trade Commission. For more guidance on steps you can take to protect your information, you also can contact the Federal Trade Commission at <https://consumer.ftc.gov/identity-theft-and-online-security>, or at 877-ID-THEFT (877-438-4338), or at the Identity Theft Clearinghouse, Federal Trade Commission, 600 Pennsylvania Avenue NW, Washington, D.C. 20580.

Experian IdentityWorksSM

To help you detect the possible misuse of your personal information, we are providing you with a complimentary 24-month membership in Experian's IdentityWorks credit monitoring product at no cost to you.

This product helps detect possible misuse of your personal information and provides you with superior identity protection services focused on immediate identification and resolution of identity theft.

Activate EXPERIAN IDENTITYWORKSSM MEMBERSHIP Now in Three Easy Steps

1. Ensure that you **enroll by: ENTER DATE** (After this date, your code will not work, and you will not be able to enroll)
2. **Visit** the Experian IdentityWorks website to enroll:
<https://www.experianidworks.com/3bcredit>
3. Provide your **activation code: ENTER CODE**

If you have questions or need an alternative to enrolling online, please contact Experian's customer care team at **877-890-9332** by **ENTER DATE** and provide engagement #: **ENTER NUMBER PROVIDED**

ADDITIONAL DETAILS REGARDING YOUR 24-MONTH EXPERIAN IDENTITYWORKS MEMBERSHIP

The Experian IdentityWorks enrollment and services are provided at no cost to you.

A credit card is **not** required for enrollment in Experian IdentityWorks.

You have automatic and immediate access to fraud assistance through Experian. Contact Experian if you believe there was fraudulent use of your information. Once you enroll in Experian IdentityWorks, you will have access to the following additional features:


- **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, Equifax and Transunion files for indicators of fraud.
- **Experian IdentityWorks ExtendCARE™:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **\$1 Million Identity Theft Insurance**:** Provides coverage for certain costs and unauthorized electronic fund transfers.

For additional actions you can consider taking to reduce the chances of identity theft or fraud on your account(s), refer to www.ExperianIDWorks.com/restoration.

* Offline members will be eligible to call for additional reports quarterly after enrolling.

** Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of American International Group, Inc. (AIG). The description herein is a summary and intended for informational purposes only and does not include all terms, conditions and exclusions of the policies described. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

May 21, 2024



On behalf of McLean Hospital, a member of Mass General Brigham ("MGB"), I'm writing to notify you of an incident we recently became aware of that may have involved some of your child's information.

What Happened?

On February 8, 2024, MGB discovered a privacy incident involving an email archive that impacted the information of individuals who received MRI scans as research participants or in connection with clinical services between June 15, 2020 to February 9, 2024. McLean Hospital and MGB immediately conducted an investigation into the issue. McLean Hospital's review concluded on May 3, 2024.

What Information Was Involved?

After a thorough review, it was determined that not all individuals had the same data involved and, in fact, the vast majority of individuals had limited information impacted in this incident. The personal information involved may have included your child's name, address, medical record number, date of birth, and health insurance policy number. The clinical information involved may have included your child's date of service, diagnosis, or other information such as clinical location or participation in a research study.

What We Are Doing.

We are fully committed to protecting the information entrusted to us, and we sincerely regret that this incident occurred. McLean Hospital and MGB have taken several steps to mitigate and help prevent incidents like this from occurring in the future.

Additionally, we are offering for you to enroll your child in 24 months of free identity protection and other services through Experian's IdentityWorksSM. More information on these Experian services, including instructions on how to activate these services, is enclosed with this letter.

What You Can Do.

In addition to enrolling your child in complimentary identity protection services, we are enclosing with this letter a reference guide with a list of various steps that you can take to protect your child's personal information. As a Massachusetts resident, your child has the following rights:

- Right to obtain any police report filed regarding this incident.
- Right to file and obtain a copy of a police report if you are the victim of identity theft.

- Right to request that the credit bureaus place a security freeze on your file. Please refer to the enclosed information sheet for instructions on placing a security freeze on your credit report and additional steps you can take to further reduce any potential risk to you.

For More Information.

If you have any questions or would like further information about this matter, please contact our Privacy Office toll free at 877-304-2665 during the hours of 8:00 a.m. to 4:00 p.m. Eastern Time, Monday through Friday except U.S. holidays, or by email at ghansen11@mgb.org.

We regret any concern or inconvenience this may cause you and will make every effort to address any questions you may have.

Sincerely,

Gage-David Hansen

Gage-David Hansen
McLean Hospital
Privacy Officer

Enclosures: **Reference Guide**
 Details on Experian IdentityWorksSM, including steps to activate the identity protection services

REFERENCE GUIDE

Review Your Account Statements. Carefully review statements sent to you from healthcare providers as well as from your insurance company to ensure that all of your account activity is valid. Carefully review your bank, credit card, and other account statements every month to ensure that your account activity is valid. Report any questionable charges promptly to the provider or company with which you maintain the account.

Provide any updated personal information to your health care provider. Your health care provider's office will ask to see a photo ID to verify your identity. Please bring a photo ID with you to every appointment if possible. Your provider's office will also ask you to confirm your date of birth, address, telephone, and other pertinent information so that we can make sure that all of your information is up to date. Please be sure and tell your provider's office when there are any changes to your information. Carefully reviewing this information with your provider's office at each visit helps us to avoid problems and address them quickly should there be any discrepancies.

Security Freeze. A security freeze prevents credit reporting bureaus from releasing information in your credit file. This can make it harder for identify thieves to open new accounts in your name. Please be aware, however, that placing a security freeze on your credit report may delay approval of any requests you make for new loans, credit, mortgages, or other services.

You have the right to request a security freeze for free. To place a security freeze on your file, you must contact each of the three national credit reporting bureaus. You can contact them by phone, online submission, or mail.

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When requesting a security freeze, you will need to provide information to confirm your identity, such as your name, proof of your current address, your prior address if you've moved in the last five years, your date of birth, Social Security number, and other personal information.

A security freeze request made by phone or online will be effective within one hour. Requests by mail take up to three business days from when the bureau gets it to be effective. After requesting a freeze, you will be given a unique personal identification number (PIN) and/or a password. Keep this in a safe place as you will need it to temporarily lift or fully remove the security freeze.

The freeze will remain until you ask the credit bureau to temporarily lift or fully remove it. If the request is made online or by phone, a credit bureau must lift security freeze within one hour. If the request is made by mail, then the bureau must lift the freeze no later than three

business days after getting your request. There is no charge for placing, lifting, or removing a security freeze.

Check Your Credit Report. Check your credit report to ensure that all your information is correct. You can obtain a free credit report once per year by visiting www.annualcreditreport.com or by calling 877-322-8228. If you notice any inaccuracies, report the dispute right away to the relevant credit reporting bureau. You can file a dispute on the relevant bureau's website or by contacting them at the number listed on your credit report. You can also report any suspicious activity to your local law enforcement, in which case you should request a copy of the police report and retain it for your records.

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Consult the Federal Trade Commission. For more guidance on steps you can take to protect your information, you also can contact the Federal Trade Commission at <https://consumer.ftc.gov/identity-theft-and-online-security>, or at 877-ID-THEFT (877-438-4338), or at the Identity Theft Clearinghouse, Federal Trade Commission, 600 Pennsylvania Avenue NW, Washington, D.C. 20580.

To help protect your minor dependent's identity, we are offering complimentary access to Experian IdentityWorksSM for 24 months.

If you believe there was fraudulent use of your minor dependent's information as a result of this incident and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent. 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 from the date of the incident (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 Identity Restoration is available to you for 24 months 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.

While identity restoration assistance is immediately available to you, we also encourage you to activate the fraud detection tools available through Experian IdentityWorks as a complimentary 24-month membership. This product provides you with superior identity detection and resolution of identity theft. To start monitoring your minor dependent's personal information, please follow the steps below:

- Ensure that you **enroll by 08/30/2024** (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/minorplus>
- Provide your **activation code:** [REDACTED]
- Provide your minor's information when prompted

If you have questions about the product, need assistance with Identity Restoration that arose as a result of this incident or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at 1-877-890-9332 by **08/30/2024**. Be prepared to provide engagement number [REDACTED] as proof of eligibility for the Identity Restoration services by Experian.

ADDITIONAL DETAILS REGARDING YOUR 24-MONTH EXPERIAN IDENTITYWORKS MEMBERSHIP

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:

- **Social Security Number Trace:** Monitoring to determine whether enrolled minors in your household have an Experian credit report. Alerts of all names, aliases and addresses that become associated with your minor's Social Security Number (SSN) on the Experian credit report.
- **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 ExtendCARETM:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.