

**Walgreens**

200 Wilmot Road  
MS #9000  
Deerfield, IL 60015

20533

May 28, 2021



Engagement Number: 17052B – L01

Dear 

We recently learned of a potential disclosure 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**

On March 24, 2021, pharmacy records maintained by Walgreens from 2014 to 2018 were mishandled by a contracted vendor and placed in the trash instead of secure storage. This occurred at the Walgreens pharmacy located at 3209 Ensley 5 Points W Avenue in Birmingham, Alabama, which has since closed permanently. The situation was discovered by Walgreens on March 29, 2021. These records, which included hard copy prescriptions, contained health-related information. We have determined that your information may have been included among these records and 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:

- First and last name
- Address
- Phone number
- Date of birth
- Clinical information such as medication name, strength, quantity, directions, and diagnosis code
- Prescriber name and contact information

**WHAT WE ARE DOING**

Upon learning of the potential compromise of information, Walgreens promptly launched an investigation with the vendor. Walgreens is also in the process of examining its existing procedures to ensure all vendors comply with Walgreens' record-handling expectations.

**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:

# Walgreens

- Review your “explanation of benefits statement” which you get from your health insurance company. Follow up with your insurance company or 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 at 1 (877) 924-4472 (M-F 8 a.m. – 8 p.m. CDT & Sat/Sun 8 a.m. – 6 p.m. CDT). 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,



**Abby Martinez**  
**Director, Privacy Investigations**  
**Walgreen Co.**



**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:

<p><b><u>Equifax</u></b> (800) 685-1111 <a href="http://www.equifax.com">www.equifax.com</a> P.O. Box 740241 Atlanta, GA 30374</p>	<p><b><u>Experian</u></b> (888) 397-3742 <a href="http://www.experian.com">www.experian.com</a> 535 Anton Blvd., Suite 100 Costa Mesa, CA 92626</p>	<p><b><u>TransUnion</u></b> (800) 916-8800 <a href="http://www.transunion.com">www.transunion.com</a> 2 Baldwin Place P.O. Box 1000 Chester, PA 19016</p>
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**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 shall be no charge to place, lift, or remove the security freeze. 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](http://www.ftc.gov/idtheft), and their mailing address is 600 Pennsylvania Avenue, NW, Washington, DC 20580. The FTC encourages those

# *Walgreens*

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.



200 Wilmot Road  
MS #9000  
Deerfield, IL 60015

May 28, 2021



Engagement Number: 17052B – L03

Dear 

We recently learned of a potential disclosure 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**

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- Address
- Phone number
- Date of birth
- Clinical information such as medication name, strength, quantity, directions, and diagnosis code
- Prescriber name and contact information
- Driver's license number

#### **WHAT WE ARE DOING**

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#### **WHAT YOU CAN DO**

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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.

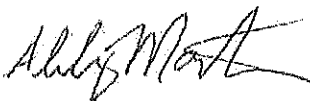
To help protect your identity, we are also offering a complimentary one-year membership of TransUnion’s® *myTrueIdentity*. To activate your membership and start monitoring your personal information please follow the steps outlined in the following page.

## **FOR MORE INFORMATION**

For further information and assistance, please contact Walgreens’ toll free number at 1 (877) 924-4472 (M-F 8 a.m. – 8 p.m. CDT & Sat/Sun 8 a.m. – 6 p.m. CDT). 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,



**Abby Martinez**  
**Director, Privacy Investigations**  
**Walgreen Co.**



**Additional Details About Your Complimentary One-Year myTrueIdentity Credit Monitoring Service:**

As mentioned in the body of your letter, we have arranged for you to enroll, at no cost to you, in an online credit monitoring service (myTrueIdentity) for one year provided by TransUnion Interactive, a subsidiary of TransUnion,® 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 click on the link presented as "Enter Activation Code," enter the 12-letter Activation Code and follow the three steps to receive your credit monitoring service
- 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 at 1-855-288-5422. When prompted, enter the six-digit telephone passcode 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 **September 30, 2021**. 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.

**ADDITIONAL DETAILS REGARDING YOUR 12-MONTH COMPLIMENTARY CREDIT MONITORING SERVICE:**

- Once you are enrolled, you will be able to obtain one year of unlimited access to your TransUnion credit report and credit score.
- The daily credit monitoring service will notify you if there are any critical changes to your credit file at TransUnion, including fraud alerts, new inquiries, new accounts, new public records, late payments, changes of address, and more.
- The service also includes access to an identity restoration program that provides assistance in the event that your identity is compromised and up to \$1,000,000 in identity theft insurance with no deductible. (Policy limitations and exclusions may apply.)



## Protect your Information

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