

Please Read This Important Notice

March 11, 2022

Dear,

We are writing to notify you of an incident that involves your personal information occurred on an unknown date between December 11, 2021 and January 13, 2022 at Beth Israel Deaconess Medical Center (BIDMC).

BIDMC takes this incident and the protection of your personal information extremely seriously. We apologize for any inconvenience or concern this situation may cause you.

At present, we have no reason to believe that your personal information was used for an unauthorized purpose. However, BIDMC believes that it is important for you to be fully informed of any potential risk resulting from this incident. That is why we are writing to you today. We are advising you to take a few basic steps as a precautionary measure to be extra attentive to signs of any possible misuse of your personal health information or identity.

- You may want to order copies of your credit reports and check for any bills that you do not recognize. If you find anything suspicious, call the credit reporting agency at the telephone number on the report.
- We are **attaching** a brief guide to identity theft, which includes useful resources as well as information on filing a report with the police, requesting a security freeze from the credit reporting agencies, and tips on monitoring your accounts and information for indications of identity theft. There is no fee for requesting, temporarily lifting, or permanently removing a security freeze with any of the consumer reporting agencies.

What we are doing to protect your information:

To help protect your identity, we are offering a complimentary 24-month membership of Experian's® IdentityWorksSM. 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**: 4/30/2022 (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll:
<https://www.experianidworks.com/3bcredit>
- Provide your **activation 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 4/30/2022. Be prepared to provide engagement number 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:

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

BIDMC is committed to maintaining the privacy of all personal information and proactively takes precautions to maintain the integrity and security of that information. We follow all applicable State and Federal laws regarding the confidentiality of personal information and we take every reasonable precaution to prevent the unauthorized use and disclosure of such information. We continually test and modify systems, while aggressively enhancing practices to secure sensitive information. In this case, BIDMC has counseled the involved employee[s] on the seriousness of this issue.

No one from BIDMC will contact you by phone, e-mail or any other method to ask you for personal information. However, please be aware that people falsely identifying themselves as BIDMC representatives might contact you claiming to offer assistance. I strongly urge you not to release any personal information in response to unsolicited inquiries.

If you wish to speak to someone at BIDMC about this notice or have questions about what to do, you may call me directly at (617) 667-1814 between 9 a.m. and 5 p.m., Monday through Friday. If I am not available to take your call, please state in your message that you are calling about this letter and I will call you back as soon as possible. Alternatively, you can contact the Office of Compliance and Business Conduct's main office at (617) 667-2008 or via our toll-free Compliance Helpline at (888)753-6533. Additionally, please notify me if you believe that your personal information has been misused.

Sincerely,

Meghan Colozzo
AMC Director, Compliance & Privacy Officer, BIDMC
BILH Integrity and Compliance
Beth Israel Deaconess Medical Center

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Boston, Massachusetts 02215

Enclosure: BIDMC Guide to ID Theft