

**EMORY**  
HEALTHCARE  
Return Mail Processing Center  
PO Box 6336  
Portland, OR 97228-6336

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<<Date>>

Dear <<Name 1>>,

Emory Healthcare (EHC) strives to provide the highest quality health care possible. Further, EHC values and respects your privacy, which is why you have received this notification about an incident potentially involving your information. We want to provide you with information about the matter, and about steps you may wish to take in response.

On August 24, 2022, the United States Department of Labor (DOL) notified EHC of a data privacy incident involving an individual who was at the time an EHC employee, but has since been terminated. Upon learning of the incident, EHC immediately began an investigation. On September 13, 2022, EHC determined that, from December of 2020 through December of 2021, the now-former EHC employee may have inappropriately accessed certain patient information. The investigation found that your medical record may have been viewed or accessed by the former employee for a brief period of time. However, to date, EHC cannot confirm whether or not this information has been shared or misused. Additionally, EHC has found no indication nor were we provided any information by law enforcement to suggest that any part of your medical history, tests and laboratory results, diagnosis and treatment plans, or insurance information was involved in the incident.

EHC followed the instructions of the DOJ regarding the timing of this notification, which is why you are now receiving this letter. EHC has fully cooperated with law enforcement during their investigation into this matter and will continue to do so as appropriate.

While EHC has no evidence that your information has been used for the purposes of fraud or identity theft, out of an abundance of caution, we are offering a complimentary two-year membership of Experian IdentityWorks<sup>SM</sup> Credit 3B. The service helps detect possible misuse of your information and provides you with identity protection services focused on immediate identification and resolution of identity theft. We encourage you to take advantage of the credit monitoring service, which is completely free and will not impact your credit score. For more information on identity theft prevention and IdentityWorks Credit 3B, including instructions on how to activate your complimentary, two-year membership, please see the additional information attached to this letter.

You can also find more information on steps to protect yourself against possible identity theft or fraud in the enclosed *Additional Important Information* page. Additionally, in the same enclosure, there is victim assistance information

from the DOJ as well as contact information and helpful website links regarding steps you should take if you know or suspect your identity was used to illegally file for and collect unemployment benefits. We encourage you to carefully review the additional information included with this letter.

If you have any questions, please visit our website at [www.emoryhealthcare.org](http://www.emoryhealthcare.org) or you may call our toll-free, confidential inquiry line at 877-563-4259, available Monday – Friday, 9 a.m. to 9 p.m. Eastern Time, except holidays.

We sincerely regret that this situation occurred. EHC is committed to the security of our patient information and reinforcing privacy and security education with our patient care teams.

Sincerely,



Dane Peterson  
Interim CEO and President and COO  
Emory Healthcare

## ACTIVATING YOUR COMPLIMENTARY CREDIT MONITORING

To help protect your identity, we are offering a **complimentary** two-year membership of Experian IdentityWorks<sup>SM</sup> Credit 3B. This product helps detect possible misuse of your personal information and provides you with superior identity protection support focused on immediate identification and resolution of identity theft.

### Activate IdentityWorks Credit 3B Now in Three Easy Steps

1. ENROLL by: <<**Enrollment Deadline**>> (Your code will not work after this date.)
2. VISIT the **Experian IdentityWorks website** to enroll: <https://www.experianidworks.com/3bcredit>
3. PROVIDE the **Activation Code**: <<**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 877-288-8057. Be prepared to provide engagement number <<**Engagement #**>> as proof of eligibility for the identity restoration services by Experian.

### ADDITIONAL DETAILS REGARDING YOUR 24-MONTH EXPERIAN IDENTITYWORKS CREDIT 3B MEMBERSHIP:

A credit card is **not** required for enrollment in Experian IdentityWorks Credit 3B.

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<sup>TM</sup>:** 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<sup>\*\*</sup>:** Provides coverage for certain costs and unauthorized electronic fund transfers.

Activate your membership today at <https://www.experianidworks.com/3bcredit>  
or call 877-288-8057 to register with the activation code above.

**What you can do to protect your information:** There are additional actions you can consider taking to reduce the chances of identity theft or fraud on your account(s). Please refer to [www.ExperianIDWorks.com/restoration](http://www.ExperianIDWorks.com/restoration) for this information. If you have any questions about IdentityWorks, need help understanding something on your credit report or suspect that an item on your credit report may be fraudulent, please contact Experian's customer care team at 877-288-8057.

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

\*\* The Identity Theft Insurance is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

## Additional Important Information

If you believe you may have been a victim of identity theft, please contact the Department of Justice Fraud Section's Victim Witness Unit toll-free at (888) 549-3945 or by email at [victimassistance.fraud@usdoj.gov](mailto:victimassistance.fraud@usdoj.gov). Additional information can be found at:

<https://www.justice.gov/opa/pr/eight-individuals-charged-alleged-30-million-unemployment-benefits-scheme>

As a precautionary measure, we recommend that you remain vigilant to protect against potential fraud and/or identity theft by, among other things, reviewing your account statements and monitoring credit reports closely. If you detect any suspicious activity on an account, you should promptly notify the financial institution or company with which the account is maintained. You should also promptly report any fraudulent activity or any suspected incidents of identity theft to proper law enforcement authorities, including the police and your state's attorney general, as well as the Federal Trade Commission ("FTC").

You may wish to review the tips provided by the FTC on fraud alerts, security/credit freezes and steps you can take to avoid identity theft. For more information and to contact the FTC, please visit [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft) or call 1-877-ID-THEFT (1-877-438-4338). You may also contact the FTC at Federal Trade Commission, 600 Pennsylvania Avenue, NW, Washington, DC 20580.

Under Massachusetts law, you have the right to obtain any police report filed in regard to this incident. If you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it. The District of Columbia and Massachusetts law also allows consumers to place a security freeze on their credit reports. A security freeze can be placed without any charge. A security freeze prohibits a credit reporting agency from releasing any information from a consumer's credit report without written authorization. However, please be aware that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit mortgages, employment, housing or other services.

To place a security freeze on your credit report, you must send a written request to each of the three major consumer reporting agencies by regular, certified or overnight mail at the addresses below or, if available, comply with the consumer reporting agencies' online security freeze request procedures:

### Equifax Security Freeze

1-888-298-0045

[www.equifax.com](http://www.equifax.com)

P.O. Box 105788

Atlanta, GA 30348

### Experian Security Freeze

1-888-397-3742

[www.experian.com](http://www.experian.com)

P.O. Box 9554

Allen, TX 75013

### Trans Union Security Freeze

1-888-909-8872

[www.transunion.com](http://www.transunion.com)

P.O. Box 160

Woodlyn, PA 19094

In order to request a security freeze, you may need to provide the following information:

1. Your full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security Number;
3. Date of birth;
4. If you have moved in the past five (5) years, provide the addresses where you have lived over the prior five years;
5. Proof of current address such as a current utility bill or telephone bill;
6. A legible photocopy of a government issued identification card (state driver's license or ID card, military identification, etc.); and
7. If you are a victim of identity theft, include a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft.

The credit reporting agencies have three (3) business days after receiving your request to place a security freeze on your credit report. The credit bureaus must also send written confirmation to you within five (5) business days and provide you with a unique personal identification number (PIN) or password, or both that can be used by you to authorize the removal or lifting of the security freeze.

To lift the security freeze in order to allow a specific entity or individual access to your credit report, you must call or send a written request to the credit reporting agencies by mail or, if available, comply with the consumer reporting agencies' online procedures for lifting a security freeze, and include proper identification (name, address, and social security number) and the PIN number or password provided to you when you placed the security freeze as well as the identities of those entities or individuals you would like to receive your credit report or the specific

period of time you want the credit report available. The credit reporting agencies have three (3) business days after receiving your request to lift the security freeze for those identified entities or for the specified period of time.

To remove the security freeze, you must send a written request to each of the three credit bureaus by mail or, if available, comply with the consumer reporting agencies' online procedures for removing a security freeze, and include proper identification (name, address, and social security number) and the PIN number or password provided to you when you placed the security freeze. The credit bureaus have three (3) business days after receiving your request to remove the security freeze.

**Credit Reports:** You may obtain a free copy of your credit report once every 12 months from each of the three national credit reporting agencies by visiting [www.annualcreditreport.com](http://www.annualcreditreport.com), by calling toll-free 1-877-322-8228, 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 <https://www.annualcreditreport.com/manualRequestForm.action>.

Alternatively, you may elect to purchase a copy of your credit report by contacting one of the three national credit reporting agencies. Contact information for the three national credit reporting agencies for the purpose of requesting a copy of your credit report or for general inquiries is as follows:

Equifax  
1-866-349-5191  
[www.equifax.com](http://www.equifax.com)  
P.O. Box 740241  
Atlanta, GA 30374

Experian  
1-888-397-3742  
[www.experian.com](http://www.experian.com)  
P.O. Box 9554  
Allen, TX 75013

TransUnion  
1-800-888-4213  
[www.transunion.com](http://www.transunion.com)  
P.O. Box 1000  
Chester, PA 19016

**Fraud Alerts:** You may want to consider placing a fraud alert on your credit report. A fraud alert is free and will stay on your credit report for one (1) year. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any new accounts in your name. To place a fraud alert on your credit report, contact any of the three national credit reporting agencies using the contact information listed above. Additional information is available at [www.annualcreditreport.com](http://www.annualcreditreport.com).

You also can obtain information about fraud alerts and credit freezes by contacting the FTC or one of the national credit reporting agencies listed above.

To learn more about Unemployment Insurance (UI) and/or report suspected fraud, please visit the Department of Labor Websites at

<https://www.dol.gov/agencies/eta/UIIDtheft>  
<https://dol.georgia.gov/contact-us/unemployment-fraud-information>  
<https://www.dol.state.ga.us/public/uiben/fraud/reportType>

**Georgia Residents:** Georgia residents are entitled by the Fair Business Practices Act to receive two additional free credit reports from each credit reporting agency per year. To order your free credit reports, go to AnnualCreditReport.com or call 1-877-322-8228. To request the second and third free credit reports you must contact the three credit reporting agencies directly.

Your Free Reports

<https://consumer.georgia.gov/consumer-topics/credit-reports-and-credit-score>

**Washington, DC Residents:** Washington, DC residents can obtain information about steps to take to avoid identity theft from the Office of the Attorney General for the District of Columbia at: 441 4th Street, NW, Washington, DC 20001; 202-727-3400; [www.oag.dc.gov](http://www.oag.dc.gov).