

CLIENT INC.

SAM A. SAMPLE
123 ANY STREET
SUITE 456
ANY CITY USA 12345-6789

February 16, 2015

Dear Sam A. Sample,

We are writing to tell you about a data security incident that may have exposed some of your personal information. We take the protection and proper use of your information very seriously, and want you to know what has occurred, and what we are doing to protect you.

What Happened?

On February 1, we learned that an employee had lost an iPhone used in the course of work for Client Inc. the previous day. Upon investigation, it was determined that emails on the phone, and attachments to those emails, contained personal information about some of our residents, and that the phone had not been properly secured.

We have not received any indication that the information on the phone has been accessed or used by an unauthorized individual.

Nonetheless, we want you to be aware that we believe information on the phone when it was lost included your name, address, date of birth, and Social Security number.

What Are We Doing To Protect You?

We understand how important your personal information is to you, and the concern you may have about this incident. To help relieve your concern, Client Inc. has secured the services of Kroll to provide **identity theft protection at no cost to you for one year**. The Kroll team has extensive experience helping people who have experienced an unintentional exposure of confidential data.

The identity theft protection services available to you include Credit Monitoring and Identity Theft Consultation and Restoration. Additional information describing these services is included with this letter.

kroll.idMonitoringService.com and follow the online instructions to take advantage of your Identity Theft Protection Services.

Membership Number: A123456789

What Should You Do If You Have Any Questions Or Feel You Have An Identity Theft Issue?

Call **1-123-456-7890**, 8 a.m. to 5 p.m. (Central Time), Monday through Friday. Kroll's licensed investigators are standing by to answer your questions or help you with concerns you may have. *Please have your membership number ready.*

We deeply regret that this situation has occurred. Client Inc. is committed to providing quality care, including the protection of your personal information. We want to assure you that we have policies and procedures in place to protect your privacy, that we are in the process of updating these policies and procedures to incorporate lessons learned from this situation, and that we will be training our staff on the updated policies and procedures.

Sincerely,

Client Inc.

kroll.idMonitoringService.com is only compatible with the current version or one version earlier of Internet Explorer, Chrome, Firefox and Safari.

To receive credit services, you must be over the age of 18 and have established credit in the U.S., have a Social Security number in your name, and have a U.S. residential address associated with your credit file. To receive credit services by mail instead of online, please call 1-123-456-7890.

CLIENT INC.

To the Parents of
SAM A. SAMPLE
123 ANY STREET
SUITE 456
ANY CITY USA 12345-6789

February 16, 2015

Dear Parents of Sam A. Sample,

We are writing to tell you about a data security incident that may have exposed some of your child's personal information. We take the protection and proper use of your child's information very seriously. That is why we are contacting you directly to let you know how we are protecting your child personally.

What Happened?

On February 1st, 2015, we learned of a data security incident that possibly occurred from January 1st, 2015 through January 31st, 2015. An employee accessed personal information related to the hiring, payroll, and file maintenance process of each employee and 1099 Vendor. The information accessed contained driver licenses, Social Security numbers, medical information, addresses, phone numbers and dates of birth. Other information that was not released from this company but may have been accessed include financial information and possibly information regarding your children or spouse (if applicable). In light of this incident, the employee was terminated and our hard drives are being analyzed.

We are notifying you so that you can take steps to help protect your child's information from unauthorized use, such as the steps detailed in the enclosed reference guide. We urge you to be vigilant for incidents of fraud and identity theft by reviewing credit card account statements and monitoring your credit report for unauthorized activity.

What Are We Doing To Protect Your Child?

To help relieve concerns and restore confidence following this incident, Client Inc. has secured the services of Kroll to **provide identity theft protection at no cost to your child for one year**. Kroll is a global leader in risk mitigation and response, and their team has extensive experience helping people who have sustained an unintentional exposure of confidential data.

Your child's identity theft protection services include **Identity Theft Consultation and Restoration**. Additional information describing the services is included with this letter.

Your child's Membership Number is **A123456789**.

What Should You Do If You Have Any Questions Or Feel Your Child Has An Identity Theft Issue?

Call **1-123-456-7890**, 8 a.m. to 5 p.m. (Central Time), Monday through Friday. Kroll's licensed investigators are standing by to answer your questions or help you with concerns you may have. *Please have your child's membership number ready.*

We deeply regret that this has happened. We trust that the quality and reliability of the services we are offering to you demonstrate our continued commitment to your security and satisfaction.

Sincerely,

Client Inc.

CLIENT INC.

SAM A. SAMPLE
123 ANY STREET
SUITE 456
ANY CITY USA 12345-6789

February 16, 2015

Dear Sam A. Sample,

We value your business and respect the privacy of your information, which is why, as a precautionary measure, we are writing to inform you of a data security breach that may involve your personal information. We are notifying you so you can take action along with our efforts to minimize or eliminate potential harm.

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.

Massachusetts law also allows consumers to place a security freeze on their credit reports. 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.

If you have been a victim of identity theft, and you provide the credit reporting agency with a valid police report, it cannot charge you to place, lift or remove a security freeze. In all other cases, a credit reporting agency may charge you up to \$5.00 each to place, temporarily lift, or permanently remove a security freeze.

To place a security freeze on your credit report, you must send a written request to each of the three major consumer reporting agencies: Equifax (www.equifax.com); Experian (www.experian.com); and TransUnion (www.transunion.com) by regular, certified or overnight mail at the addresses below:

Equifax Security Freeze

P.O. Box 105788
Atlanta, GA 30348

Experian Security Freeze

P.O. Box 9554
Allen, TX 75013

Trans Union Security Freeze

Fraud Victim Assistance Department
P.O. Box 6790
Fullerton, CA 92834

In order to request a security freeze, you will 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.)
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;
8. If you are not a victim of identity theft, include payment by check, money order, or credit card (Visa, MasterCard, American Express or Discover only). Do not send cash through the mail.

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 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 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.

What Are We Doing To Protect You?

To help relieve concerns and restore confidence following this incident, we have secured the services of Kroll to provide **identity theft protection at no cost to you for 1 year**. Kroll is a global leader in risk mitigation and response, and their team has extensive experience helping people who have sustained an unintentional exposure of confidential data.

Your identity theft protection services include Credit Monitoring, Web Watcher, Public Persona, Quick Cash Scan, \$1 Million Identity Theft Insurance, and Identity Theft Consultation and Restoration. Additional information describing your services is included with this letter.

Visit kroll.idMonitoringService.com and follow the online instructions to take advantage of your Identity Theft Protection Services.

Membership Number: A123456789

What Should You Do If You Have Any Questions Or Feel You Have An Identity Theft Issue?

Call **1-123-456-7890**, 8 a.m. to 5 p.m. (Central Time), Monday through Friday. Kroll's licensed investigators are standing by to answer your questions or help you with concerns you may have. *Please have your membership number ready.*

We apologize for this incident. Please contact us should you have any questions.

Sincerely,

Client Inc.

kroll.idMonitoringService.com is only compatible with the current version or one version earlier of Internet Explorer, Chrome, Firefox and Safari.

To receive credit services, you must be over the age of 18 and have established credit in the U.S., have a Social Security number in your name, and have a U.S. residential address associated with your credit file. To receive credit services by mail instead of online, please call 1-123-456-7890.

CLIENT INC.

SAM A. SAMPLE
123 ANY STREET
SUITE 456
ANY CITY USA 12345-6789

February 16, 2015

Dear Sam A. Sample,

Client Inc. abides by requirements to protect the confidentiality of health information of all our patients. Maintaining confidentiality is part of our Standard of Conduct, and a duty which our employees, as health professionals, work diligently to keep. However, we are writing to notify you of an incident that may have exposed some of your healthcare information and of services we are offering to relieve concerns.

What Happened?

On or about February 1, 2015, we were notified that medical record documents for some former and current residents were unable to be located in the therapy department at our clinic, including your medical record documents. Based on our review, the information in the records included the patient's name, date of birth, Social Security number, Medicare number, dates of service and information about laboratory tests, treatments and diagnoses. No credit card data or other financial information was included. Although we have no indication that the information was misused, or re-disclosed, we are notifying you so that you may take proactive steps to protect yourself.

What Are We Doing To Protect You?

We encourage you to remain vigilant and to contact us in the event you learn of any unauthorized use of your personal information. Because the security of your personal information is important to us, we have engaged Kroll to provide **identity theft protection at no cost to you for one year** from the date of this letter.

Your identity theft protection services include Credit Monitoring, Web Watcher, Public Persona, Quick Cash Scan, \$1 Million Identity Theft Insurance and Identity Theft Consultation and Restoration. Additional information describing your services is included with this letter.

Visit kroll.idMonitoringService.com and follow the online instructions to take advantage of your Identity Theft Protection Services.

Membership Number: A123456789

What Should You Do If You Have Any Questions Or Feel You Have An Identity Theft Issue?

If you have any questions, want more information about this incident, or feel that you may have an identity theft issue, you may call the following toll-free telephone number: **1-123-456-7890**, 8:00 a.m. to 5:00 p.m. Central Time, Monday through Friday.

We regret this incident and apologize for any inconvenience this may cause. Maintaining the confidentiality of your information has been and continues to be a priority for us. We trust that the monitoring services being offered demonstrate our continued commitment to your security.

Sincerely,

Client Inc.

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To receive credit services, you must be over the age of 18 and have established credit in the U.S., have a Social Security number in your name, and have a U.S. residential address associated with your credit file. To receive credit services by mail instead of online, please call 1-123-456-7890.

CLIENT INC.

To the Family of
SAM A. SAMPLE
123 ANY STREET
SUITE 456
ANY CITY USA 12345-6789

February 16, 2015

To the Family of Sam A. Sample,

We are writing to tell you about a data security incident that may have exposed some of your loved one's personal information. We take the protection and proper use of information very seriously. That is why we are contacting you directly to let you know how we are protecting your loved one's information.

What Happened?

On or after the approximate date of February 1, 2015, Client Inc. mailed a "Dues Deduction Register" (deduction register) to the California School Employee's Association (CSEA). The deduction register contained personal information including a member's name, employee I.D., Social Security number and the amount of the current dues taken from each respective member for the month of January, 2015. Thereafter, the deduction register was obtained by a third party without authorization and was subsequently part of a criminal investigation by local law enforcement. It is unknown how the third party obtained the deduction register. We sought and obtained approval from law enforcement prior to issuing this notice.

Please be aware, it has not been Client Inc.'s practice to utilize identifiers such as Social Security numbers, unless absolutely necessary, for several years. Client Inc. practice is and has been the use of employee I.D. numbers in lieu of Social Security numbers, however, this particular report was not captured during the Client Inc.'s audit when converting to employee I.D. numbers.

What Are We Doing To Protect Your Loved One?

Upon becoming aware of this security incident in February, 2015, Client Inc. took immediate steps to eliminate the use of Social Security numbers on this report to CSEA. The Dues Deduction Register now only includes employee I.D. number, member name and the amount of the dues deduction. Furthermore, to help relieve concerns and restore confidence following this incident, Client Inc. has secured the services of Kroll **to provide identity theft protection at no cost to you for 1 year**. Kroll is a global leader in risk mitigation and response, and their team has extensive experience helping people who have sustained an unintentional exposure of confidential data.

Your loved one's identity theft protection services include **Identity Theft Consultation and Restoration**.

Your loved one's Membership Number is **A123456789**.

What Should You Do If You Have Any Questions Or Feel You Have An Identity Theft Issue?

Call **1-123-456-7890**, 8 a.m. to 5 p.m. (Central Time), Monday through Friday. Kroll's licensed investigators are standing by to answer your questions or help you with concerns you may have. *Please have your membership number ready.*

For your information, we also have enclosed a copy of Know Your Rights: California Identity Theft Victims' Rights Tips for Consumers.

We deeply regret that this has happened. We trust that the quality and reliability of the services we are offering to you demonstrate our continued commitment to your security and satisfaction.

Sincerely,

Client Inc.

