BROWARD HEALTH

Return Mail Processing
PO Box 589
Claysburg, PA 16625-0589

January 1, 2022

[redacted]

Re: Notification of Breach Involving Personal Medical Information

Dear [redacted]:

At Broward Health, protecting the personal and medical information of our patients is one of our top priorities. In this regard, I am writing to inform you of a recent isolated incident involving your personal medical information. Although we have no evidence that your personal information has been misused, we are writing to make you aware of the security incident so that you may take any necessary precautions and to offer identity monitoring services at no cost to you to further protect your information.

What Happened?

On October 15, 2021, an intruder who gained unauthorized access to the Broward Health network may have accessed some of your personal information. Broward Health discovered the intrusion on October 19, 2021. Broward Health promptly contained the incident upon discovery, notified the FBI and the Department of Justice (DOJ), required all employees to update their passwords and engaged an independent cybersecurity firm to conduct an extensive investigation into the incident.

The investigation determined the intrusion occurred through the office of a third-party medical provider who is permitted access to the system to provide healthcare services. Broward Health also engaged an experienced data review specialist to conduct an extensive review of the data, which determined that your personal medical information was included in data accessed by the intruder. We are alerting you to this situation now that the involvement of your personal medical information has been confirmed.

The DOJ requested that Broward Health briefly delay this notification to ensure that the notification does not compromise the ongoing law enforcement investigation.

What Information Was Involved?

The personal medical information that was accessed may have included your name, date of birth, address, phone number, financial or bank account information, Social Security number, insurance information and account number, medical information including history, condition, treatment and diagnosis, medical record number, driver's license number and email address. This personal information was exfiltrated, or removed, from Broward Health's systems, however, there is no evidence the information was actually misused by the intruder.

What We Are Doing

Broward Health takes the protection of your personal and medical information very seriously. We regularly review our systems as well as our privacy and security practices to enhance those protections. In response to this incident, Broward Health is taking steps to prevent recurrence of similar incidents, which include the ongoing investigation, a password reset with enhanced security measures across the enterprise, and the implementation of multifactor authentication for all users of its systems. We have also begun implementation of additional minimum-security requirements for devices that are not managed by Broward Health Information Technology that access our network, which will become effective in January 2022.

To help protect your identity, we are offering a complimentary two-year membership of Experian's® IdentityWorks℠. This product provides you with superior identity detection and resolution of identity theft. The attachment to this letter provides detailed instructions on how you can activate your membership to begin monitoring your personal information.

What You Can Do

Although we have no evidence that your information has been misused, we want to make you aware of resources you may access to help safeguard your personal information.

Even though we have no indication that your personal information has been used to commit fraud, we recommend that you consider steps to protect yourself from medical identity theft. Medical identity theft occurs when someone uses an individual's name, and sometimes other identifying information, without the individual's knowledge to obtain medical services or products, or to fraudulently bill for medical services that have not been provided. We suggest that you regularly review the explanation of benefits statements that you receive from your health plan. If you see any service that you did not receive, contact the health plan at the number on the statement.

We also recommend that you monitor your financial accounts and if you see any unauthorized activity, promptly contact your financial institution. You may also obtain a free copy of your credit report online at www.annualcreditreport.com, by calling toll-free 1-877-322-8228, or by mailing an Annual Credit Report Request Form (available at www.annualcreditreport.com) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281. You may also obtain a free copy of your credit report by contacting any one or more of the following national consumer reporting agencies:

Equifax	**Experian**	**TransUnion**
1-866-640-2273	1-888-397-3742	1-855-681-3196
www.equifax.com	www.experian.com	www.transunion.com
P.O. Box 740241	P.O. Box 2002	P.O. Box 2000
Atlanta, GA 30374	Allen, TX 75013	Chester, PA 19016

You may also choose to contact the three national credit reporting agencies listed above for information about placing a "fraud alert" and/or a "security freeze" on your credit report to further detect any possible misuse of your personal information. You can request a freeze of your credit file free of charge. Contact the Federal Trade Commission for additional information about "fraud alerts" and "security freezes," and about how to monitor and protect your credit and finances.

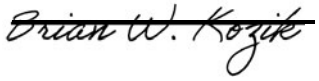
Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, D.C. 20580
(202) 326-2222
www.ftc.gov

For More Information

We understand that this incident may pose an inconvenience to you, and we sincerely regret that this situation has occurred. Broward Health is committed to protecting the privacy and security of your personal medical information, and we want to assure you that we have implemented appropriate measures to safeguard that information. We value the trust you have placed in us, and we thank you for trusting Broward Health with your healthcare.

If you have questions or concerns about this incident, please call: ***(855) 862-8553***, Monday through Friday 9 am – 11 pm EST, Saturday and Sunday 11 am – 8 pm EST (excluding major U.S. holidays), or email: privacy@browardhealth.org. Be prepared to provide your engagement number [redacted].

Very truly yours,



Brian Kozik
Senior Vice President, Chief Compliance & Privacy Officer

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H3014-L02

ATTACHMENT
EXPERIAN'S® IDENTITYWORKS℠

As noted in the attached letter, Broward Health is offering a complimentary 2-year membership of Experian's® IdentityWorks℠ which provides you with superior identity detection and resolution of identity theft.

To activate your membership and start monitoring your personal information, please:

- Name: [redacted]
- Ensure that you **enroll by**: **April 30, 2022** (Your code will not work after this date.)
- Visit the Experian IdentityWorks website to enroll: **www.experianidworks.com/credit**
- Provide your **activation code**: [redacted]
- 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 (855) 862-8553 by **April 30, 2022**. Be prepared to provide **engagement number** [redacted] as proof of eligibility for the identity restoration services by Experian.

Additional Details Regarding Your Free 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 file for indicators of fraud.
  - **Identity Restoration:** Identity Restoration agents 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 (855) 862-8553. 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.

* 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.