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March 7, 2013

Via UPS

Office of the Attorney General
33 Capitol Street
Concord, NH 03301
Attn: Attorney General Michael A. Delaney

Craig A. Hoffman
direct dial: 513.929.3491
cahoffman@bakerlaw.com

Re: Incident Notification

Dear Attorney General Delaney:

Our client, Inova Health System (“Inova”), on or about February 8, 2013, determined that a setting change following application maintenance inadvertently resulted in a human resources file folder becoming accessible to the Internet. The file folder was part of the Lawson eProfile application and contained W-2 forms for employees from 2009 – 2012. As a result, Internet search engines like Google may have indexed files in this folder. The information on a W-2 includes name, address, Social Security number, and earnings information.

As a precautionary measure, arrangements were made for individuals to enroll in a complimentary credit monitoring and identity theft protection service for one year provided by ProtectMyID from ConsumerInfo.com, Inc., an Experian company.

To prevent something like this from happening in the future, Inova conducted an internal review of its practices and procedures.

We are notifying approximately 4 New Hampshire residents. Notification is being sent to those residents in substantially the form attached hereto, with mailing commencing on March 8, 2013.

Sincerely,



Craig A. Hoffman

Enclosure

Chicago Cincinnati Cleveland Columbus Costa Mesa
Denver Houston Los Angeles New York Orlando Washington, DC

[Inova Health System letterhead]

March 8, 2013

[first name] [last name]
[street address]
[city], [state] [zip code]

Dear [first name] [last name],

Inova recognizes the importance of the privacy and confidentiality of the personal information provided to us by our employees. Regrettably, I am writing to inform you about an incident involving some of that information.

We learned on February 8, 2013, that a setting was inadvertently left open following application maintenance, which resulted in a human resources file folder becoming accessible to the Internet. The file folder was part of the Lawson eProfile application and contained W-2 forms for employees from 2009 – 2012. As a result, Internet search engines like Google may have indexed files in this folder. Therefore, if someone entered your name as a search term, the file containing your W-2 could have been one of the results that appeared. The information on a W-2 includes your name, address, Social Security number, and earnings information. Upon learning of this incident, we immediately took steps to correct the file setting and have completed working with the search engines to remove any links to information in the file.

While we have not received any reports that any employee's information was inappropriately accessed or misused as a result of this, we wanted to notify you about the incident. We recommend that you remain vigilant to the possibility of fraud and identity theft by reviewing your financial account statements and monitoring free credit reports.

To help you do this, we are offering a complimentary one-year membership in ProtectMyID[®] Alert from ConsumerInfo.com, Inc., an Experian company. This program offers credit monitoring capabilities and identity protection services focused on identification and resolution of identity theft. The program is completely free and enrolling will not hurt your credit score. For more information on the program and instructions on how to enroll, please see the next page of this letter.

I want to assure you that we are committed to the security of your personal information and are taking this matter very seriously. We have conducted an internal review of our practices and procedures and have taken steps to prevent this from happening again in the future. If you have any questions, please call toll free 866-264-1054, Monday through Friday between 9 a.m. and 7 p.m. Eastern time.

Sincerely,

Marshall D. Ruffin
Chief Technology Officer

Activate ProtectMyID Now in Three Easy Steps

1. ENSURE That You Enroll By: _____, 2013
2. VISIT the ProtectMyID Web Site: www.protectmyid.com/redeem or call 877-371-7902 to enroll
3. PROVIDE Your Activation Code: [code]

Once your ProtectMyID membership is activated, your credit report will be monitored daily for 50 leading indicators of identity theft. You'll receive timely Credit Alerts from ProtectMyID on any key changes in your credit report which could include new inquiries, new credit accounts, medical collections and changes to public records. You should carefully review your credit report for inaccurate or suspicious items. If you have any questions about ProtectMyID, 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 877-371-7902.

ProtectMyID provides you with powerful identity protection that will help detect, protect and resolve potential identity theft. In the case that identity theft is detected, ProtectMyID will assign a dedicated U.S.-based Identity Theft Resolution Agent who will walk you through the process of fraud resolution from start to finish for seamless service.

We realize that identity theft can happen months and even years after a data breach. To offer added protection, you will receive ExtendCARE™, which provides you with the same high-level of Fraud Resolution support even after your ProtectMyID membership has expired.

Your complimentary 12-month ProtectMyID membership includes:

- **Credit Report:** A free copy of your Experian credit report
- **Daily 3 Bureau Credit Monitoring:** Alerts you of suspicious activity including new inquiries, newly opened accounts, delinquencies, or medical collections found on your Experian, Equifax® and TransUnion® credit reports.
- **Identity Theft Resolution:** If you have been a victim of identity theft, you will be assigned a dedicated, U.S.-based Experian Identity Theft Resolution Agent who will walk you through the fraud resolution process, from start to finish.
- **ExtendCARE:** Full access to the same personalized assistance from a highly-trained Fraud Resolution Agent even after your initial ProtectMyID membership expires.
- **\$1 Million Identity Theft Insurance¹:** As a ProtectMyID member, you are immediately covered by a \$1 Million insurance policy that can help you cover certain costs including, lost wages, private investigator fees, and unauthorized electronic fund transfers.

¹ Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of Chartis, Inc. The description herein is a summary and intended for informational purposes only and does not include all terms, conditions and exclusions of the policies described. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

Once your enrollment in ProtectMyID is complete, you should carefully review your credit report for inaccurate or suspicious items. If you have any questions about ProtectMyID, 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 877-371-7902.

Even if you choose not to enroll in this program, we recommend you remain vigilant to the possibility of fraud and identity theft by reviewing your credit report and credit card, bank, and other financial statements for any unauthorized activity. You may also obtain a copy of your credit report, free of charge, directly from each of the three nationwide credit reporting companies. To order your credit report, free of charge once every 12 months, from each of the three major nationwide credit companies, please visit www.annualcreditreport.com or call toll free at 1-877-322-8228. Contact information for the three nationwide credit reporting companies is as follows:

Equifax	Experian	TransUnion
PO Box 740256	PO Box 9554	PO Box 6790
Atlanta, GA 30374	Allen, TX 75013	Fullerton, CA 92834
www.equifax.com	www.experian.com	www.transunion.com
1-800-525-6285	1-888-397-3742	1-800-680-7289

If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should immediately contact the Federal Trade Commission and/or the Attorney General's office in your home state. You can obtain information from these sources about steps an individual can take to avoid identity theft as well as information about fraud alerts and security freezes. You should also contact your local law enforcement authorities and file a police report. Obtain a copy of the police report in case you are asked to provide copies to creditors to correct your records. Contact information for the Federal Trade Commission is as follows:

Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, DC 20580
www.ftc.gov/idtheft
1-877-438-4338