

BakerHostetler

Baker & Hostetler LLP

45 Rockefeller Plaza
New York, NY 10111

T 212.589.4200
F 212.589.4201
www.bakerlaw.com

Theodore J. Kobus III
direct dial: 212-271-1504
tkobus@bakerlaw.com

November 5, 2012

VIA FEDERAL EXPRESS

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

Re: Incident Notification

Dear Assistant Attorney General Delaney:

On September 13, 2012, our client, Women & Infants Hospital (“the Hospital”), discovered that unencrypted backup tapes containing ultrasound images were missing from its ambulatory sites located at 79 Plain Street, Providence, Rhode Island, and 67 Brigham Street, New Bedford, Massachusetts. The Hospital immediately began an investigation and conducted a thorough search of its facilities. The backup tapes contained ultrasound studies and included patient names, dates of birth, Social Security numbers, dates of exam, physicians’ names, and ultrasound images. To date, the Hospital has been unable to locate the backup tapes.

The Hospital has no reason to believe that the information on the backup tapes has been accessed or used improperly. It would take specialized equipment and technical expertise to access the information on the backup tapes. However, as a precaution, the Hospital is notifying affected patients and offering eligible individuals one year of free credit monitoring provided by TransUnion Interactive, a subsidiary of TransUnion. The Hospital is also providing call center support for those affected.

The Hospital has taken steps to help prevent a similar incident from happening in the future, including a thorough review of its policies and procedures and enhancement of its backup tape receipt and storage practices.

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

Attorney General Michael A. Delaney
November 5, 2012
Page 2

We are notifying approximately 12 New Hampshire residents. Notification is being sent to those residents in substantially the forms attached hereto, with mailing commencing on November 5, 2012.

Sincerely,

A handwritten signature in black ink, appearing to read "Theodore J. Kobus III". The signature is written in a cursive style with a large, stylized initial "T".

Theodore J. Kobus III

Enclosure

Women & Infants

New England's premier hospital for women and newborns

Care of:

PO Box 6336

Portland, OR 97228-6336



805100807702

000 0000001 00000000 001 002 00001 □□□: 0 0

November 5, 2012

Dear :

Women & Infants Hospital is committed to protecting our patients' information. Regrettably, we are writing to inform you about an incident involving some of that information.

On September 13, 2012, we learned that unencrypted backup tapes containing ultrasound images were missing from our ambulatory site at 67 Brigham Street in New Bedford, Massachusetts. We immediately began an investigation and conducted a thorough search of our facilities. The backup tapes contained ultrasound studies and included your name, date of birth, Social Security number, date of exam, physicians' names, and your ultrasound images. To date, we have been unable to locate the backup tapes.

We have no reason to believe that the information on the backup tapes has been accessed or used improperly. It would take specialized equipment and technical expertise to access the information on the tapes.

For your peace of mind, however, we have arranged for you to enroll in an online three-bureau credit monitoring service provided by TransUnion Interactive, a subsidiary of TransUnion, one of the three major nationwide credit reporting companies. The membership will be for a one-year period and will be provided to you at no cost. **For more information on this service and instructions on how to activate your complimentary one-year membership, please see the additional information provided with this letter.**

We have taken steps to help prevent something like this from happening in the future, including a thorough review of our policies and procedures and enhancement of our backup tape receipt and storage practices.

Again, we deeply regret any concern or inconvenience this may cause you. If you have any questions, please call **1-800-242-5181** Monday through Friday between 9:00 a.m. and 7:00 p.m. Eastern Time and enter or say the following telephone pass code **950187** when prompted.

Sincerely,

Constance A. Howes
President & Chief Executive Officer
Women & Infants Hospital



TransUnion Enrollment Information

To enroll in this free service, go to the TransUnion Monitoring website at www.transunionmonitoring.com and in the space referenced as "Activation Code", enter the following unique 12-letter Activation Code and follow the simple steps to receive your services online within minutes.

If you do not have access to the Internet and wish to enroll in a similar offline, paper based, three-bureau credit monitoring service, please call the TransUnion Fraud Response Service hotline at 1-800-242-5181 Monday through Friday, 9:00 a.m. to 7:00 p.m. Eastern Time (closed on all U.S. observed holidays). Please enter or say the following six-digit telephone pass code 950187 when prompted. You can sign up for the online or offline credit monitoring service anytime between now and February 28, 2013. Unfortunately, due to privacy laws, we cannot register you directly.

Once you are enrolled, you will be able to obtain one year of unlimited access to your TransUnion credit report and credit score. The daily 3-bureau credit monitoring service will notify you if there are any critical changes to your credit files at TransUnion, Experian, and Equifax, including fraud alerts, new inquiries, new accounts, new public record, late payments, change of address and more. The service also includes up to \$25,000 in identity theft insurance with no deductible. (Certain policy limitations and exclusions may apply.)

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
PO Box 740256
Atlanta, GA 30374
www.equifax.com
1-800-525-6285

Experian
PO Box 9554
Allen, TX 75013
www.experian.com
1-888-397-3742

TransUnion
PO Box 6790
Fullerton, CA 92834
www.transunion.com
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. 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

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.



Women & Infants

New England's premier hospital for women and newborns

Care of:

PO Box 6336

Portland, OR 97228-6336



805100827353

000 0000001 00000000 001 002 00001 ☐☐☐: 0 0

November 5, 2012

Dear

Women & Infants Hospital is committed to protecting our patients' information. Regrettably, we are writing to inform you about an incident involving some of that information.

On September 13, 2012, we learned that unencrypted backup tapes containing ultrasound images were missing from our ambulatory site at 79 Plain Street in Providence, Rhode Island. We immediately began an investigation and conducted a thorough search of our facilities. The backup tapes contained ultrasound studies and included your name, date of birth, Social Security number, date of exam, physicians' names, and your ultrasound images. To date, we have been unable to locate the backup tapes.

We have no reason to believe that the information on the backup tapes has been accessed or used improperly. It would take specialized equipment and technical expertise to access the information on the tapes.

For your peace of mind, however, we have arranged for you to enroll in an online three-bureau credit monitoring service provided by TransUnion Interactive, a subsidiary of TransUnion, one of the three major nationwide credit reporting companies. The membership will be for a one-year period and will be provided to you at no cost. **For more information on this service and instructions on how to activate your complimentary one-year membership, please see the additional information provided with this letter.**

We have taken steps to help prevent something like this from happening in the future, including a thorough review of our policies and procedures and enhancement of our backup tape receipt and storage practices.

Again, we deeply regret any concern or inconvenience this may cause you. If you have any questions, please call 1-800-242-5181 Monday through Friday between 9:00 a.m. and 7:00 p.m. Eastern Time and enter or say the following telephone pass code 950187 when prompted.

Sincerely,

Constance A. Howes
President & Chief Executive Officer
Women & Infants Hospital



TransUnion Enrollment Information

To enroll in this free service, go to the TransUnion Monitoring website at www.transunionmonitoring.com and in the space referenced as "Activation Code", enter the following unique 12-letter Activation Code and follow the simple steps to receive your services online within minutes.

If you do not have access to the Internet and wish to enroll in a similar offline, paper based, three-bureau credit monitoring service, please call the TransUnion Fraud Response Service hotline at 1-800-242-5181 Monday through Friday, 9:00 a.m. to 7:00 p.m. Eastern Time (closed on all U.S. observed holidays). Please enter or say the following six-digit telephone pass code 950187 when prompted. You can sign up for the online or offline credit monitoring service anytime between now and **February 28, 2013**. Unfortunately, due to privacy laws, we cannot register you directly.

Once you are enrolled, you will be able to obtain one year of unlimited access to your TransUnion credit report and credit score. The daily 3-bureau credit monitoring service will notify you if there are any critical changes to your credit files at TransUnion, Experian, and Equifax, including fraud alerts, new inquiries, new accounts, new public record, late payments, change of address and more. The service also includes up to \$25,000 in identity theft insurance with no deductible. (Certain policy limitations and exclusions may apply.)

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
PO Box 740256
Atlanta, GA 30374
www.equifax.com
1-800-525-6285

Experian
PO Box 9554
Allen, TX 75013
www.experian.com
1-888-397-3742

TransUnion
PO Box 6790
Fullerton, CA 92834
www.transunion.com
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. Contact information for the Federal Trade Commission is as follows:

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

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.

