

COLLIER HMA PHYSICIAN MANAGEMENT LLC

Membership Number: [REDACTED]

Visit kroll.idMonitoringService.com and follow the online instructions to start your credit monitoring service.

Call 1-855-205-6951 if you have a question or need assistance. Call between 8 am and 5 pm (Central Time), Monday through Friday. kroll.idMonitoringService.com is compatible with the current version or one version earlier of Internet Explorer, Chrome, Firefox or Safari.

August 29, 2014



Dear Carrie Kerskie,

We are writing this letter to you because you were referred for or have received services from physicians or other providers at COLLIER HMA PHYSICIAN MANAGEMENT LLC (the Clinic) in the past. The Clinic is affiliated with Community Health Systems Professional Services Corporation (CHSPSC), a Tennessee company, which provides management, consulting and information technology services to the Clinic.

In July 2014, CHSPSC confirmed that its computer network was the target of an external, criminal cyber attack sometime between April and June. CHSPSC believes the attacker was an "Advanced Persistent Threat" group originating from China which used highly sophisticated malware and technology to attack CHSPSC's systems. This attacker was able to bypass the Company's security measures and successfully copy and transfer some data existing on CHSPSC's systems, which is described in more detail below.

Since first discovering the attack, CHSPSC has worked closely with federal law enforcement authorities in connection with their investigation of the matter. CHSPSC also engaged outside forensic experts to conduct a thorough investigation of this incident. The attacker no longer has access to CHSPSC's systems. CHSPSC has implemented efforts that are designed to protect against future intrusions such as implementing additional audit and surveillance technology to detect unauthorized intrusions, adopting advanced encryption technologies, and requiring users to change their access passwords.

You are receiving this letter because some of your personal information may have been taken during this cyber attack. The data which was taken may include your name, address, birthdate and Social Security number. Some of the data also may have included your phone number, and the name of employers or guarantors. **However, to the best of CHSPSC's knowledge, NO credit card information was taken and NO medical or clinical information was taken.**

CHSPSC has been informed by federal authorities and outside forensic experts that this intruder has typically looked for information related to intellectual property. However, because we want to protect our patients and because we do not know for certain whether the intruders took information for identity theft purposes, we are providing you with the opportunity to sign up for identity theft protection, free of charge for one year, as outlined below.

How do you sign up for identity theft protection?

We have arranged for Kroll to provide you with identity theft protection services. Your services include **Credit Monitoring and Identity Theft Consultation and Restoration.**

Visit kroll.idMonitoringService.com and follow the online instructions to take advantage of your credit monitoring service. Call 1-855-205-6951 if you have a question or need assistance. Call between 8 am and 5 pm (Central Time), Monday through Friday. You will need the membership number listed in the box above.

For your privacy and security, we will not call or email you requesting any of your personal information. If you receive a call or email that appears to be from COLLIER HMA PHYSICIAN MANAGEMENT LLC, CHSPSC, or Community Health Systems, please do not provide any personal information in response to any calls or emails.

How can you find out more information?

We have a team of people to answer any questions you might have. They can be reached at 1-855-205-6951. We are committed to the privacy of your personal information, and regret the stress and worry this situation may have caused to you.

Sincerely,

COLLIER HMA PHYSICIAN MANAGEMENT LLC



Your identity theft protection services

Credit Monitoring: Credit monitoring can be a key tool in detecting early warning signs of identity theft. You'll receive alerts when there are changes to your credit data—for instance, when a new line of credit is applied for in your name. If you do not recognize the activity, you'll have the option to call an investigator, who can help you determine if it's an indicator of identity theft. You'll also receive "no activity" notices if there have been no changes to your data.

Consultation and Restoration: You have unlimited access to consultation with a dedicated licensed investigator. Support includes best practice tips to assist in ongoing protection, explaining your rights and protections under the law, assistance with fraud alerts, and interpreting how personal information is accessed and used. Should you become a victim of identity theft, a dedicated licensed investigator can work on your behalf to resolve related issues. The investigator does more than shoulder the bulk of the recovery; they can dig deep to uncover all aspects of the theft, and then work with creditors, collection agencies, utilities, government entities, and more ... to resolve it.

What else can you do?

You can contact the three credit reporting agencies listed below to ask for a free copy of your credit report.

When you get your credit report, review it for suspicious activity, such as accounts you didn't open or debts that you can't explain. Check that all of the information is correct, including your SSN, birth date, addresses, name or initials, and employers.

If you see suspicious activity on your credit reports, or if you have reason to believe that your personal information is being misused, you should contact your local law enforcement and file a police report. You may also contact the Federal Trade Commission (FTC) to report any suspicious activity and to obtain information about preventing identity theft. The FTC's contact information is included below.

State Notification Requirements

All States.

You may obtain a copy of your credit report or request information on how to place a fraud alert or security freeze by contacting any of the national credit bureaus below. It is recommended that you remain vigilant for incidents of fraud and identity theft by reviewing credit card account statements and monitoring your credit report for unauthorized activity.

Equifax P.O. Box 740241 Atlanta, GA 30374 1-800-685-1111 www.equifax.com	Experian P.O. Box 2104 Allen, TX 75013 1-888-397-3742 www.experian.com	TransUnion P.O. Box 2000 Chester, PA 19022 1-800-888-4213 www.transunion.com
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For residents of Massachusetts.

It is required by state law that you are informed of your right to obtain a police report if you are a victim of identity theft.

For residents of Massachusetts and West Virginia.

You also have the right to place a security freeze on your credit report by contacting any of the credit bureaus listed at above. A security freeze is intended to prevent credit, loans and services from being approved in your name without your consent.

To place a security freeze on your credit report, you may be able to use an online process, an automated telephone line or a written request. The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past five years; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. The request must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, display your name and current mailing address, and the date of issue. The consumer reporting agency may charge a fee of up to \$5.00 to place a freeze or lift or remove a freeze and free if you are a victim of identity theft or the spouse of a victim of identity theft, and you have submitted a valid police report relating to the identity theft incident to the consumer reporting agency.

For residents of Iowa, Maryland, Michigan, Missouri, North Carolina, Oregon, and West Virginia.

It is required by state laws to inform you that you may obtain a copy of your credit report, free of charge, whether or not you suspect any unauthorized activity on your account.

For residents of Iowa.

State law advises you to report any suspected identity theft to law enforcement or to the Attorney General.

For residents of Oregon.

State laws advise you to report any suspected identity theft to law enforcement, as well as the Federal Trade Commission.

For residents of Illinois, Maryland, and North Carolina.

You can obtain information from the Federal Trade Commission, and for residents of Maryland and North Carolina, from your respective state Office of the Attorney General, about steps you can take toward preventing identity theft.

Federal Trade Commission Consumer Response Center

600 Pennsylvania Avenue, NW
Washington, DC 20580
1-877-IDTHEFT (438-4338)
www.ftc.gov/bcp/edu/microsites/idtheft/

**Maryland Office of
the Attorney General**
Consumer Protection Division
200 St. Paul Place
Baltimore, MD 21202
1-888-743-0023
www.oag.state.md.us

**North Carolina Office of
the Attorney General**
Consumer Protection Division
9001 Mail Service Center
Raleigh, NC 27699-9001
1-877-566-7226
www.ncdoj.com

