



February 14, 2019

Dear Patients:

You are receiving this letter because you are or were a patient at Hampton Roads Community Health Center and a limited amount of your personal health information may have been contained in electronic files stored on our internal hard drive that was recently compromised.

On December 17, 2018, it was discovered that our information technology infrastructure was breached by an unknown source, which may have contained files with some of your personal information. On December 17, 2018, law enforcement was notified of the breach. We have taken steps to investigate this incident and to prevent similar incidents from occurring again. Among other steps taken to investigate this incident, we filed a report with the FBI Cyber Security Division, encrypted and upgraded our servers with the least security devices, and we are working diligently with law enforcement on their investigation.

During our investigation, we determined that the files *possibly* contained: first name, last name, gender, date of birth, health plan(s), plan member identification number(s), and medical condition. In some cases, the files may have contained your address, social security number, credit card information or driver's license number.

Because of the potential nature of the information breach, we suggest you immediately place a fraud alert on your credit files to protect yourself from the possibility of identity theft. To initiate a fraud alert, contact the three major credit reporting agencies listed below. You will then receive letters from the agencies instructing you on how to obtain a free copy of your credit report.

- Equifax (888)766-0008 or www.fraudalert.equifax.com
- Experian (888) 397-3742 or www.experian.com
- TransUnion (800) 680-7289 or www.transunion.com

We will contact you immediately should we learn of any misuse of your information. Although we have not received any indication that the information has been misused because of this incident, you should monitor your credit reports for several months. An initial fraud alert is valid for 90 days.

We sincerely apologize that this incident occurred and regret any inconvenience or concern this may have caused you as a result. We are continually reinforcing our existing policies and practices and evaluating additional safeguards to prevent this type of incident from occurring in the future. If we can be of assistance to you, or if you have any questions, please do not hesitate to contact us at 1 (844) 547-2427. We are fully committed to protecting the privacy and security of our patients' health information. Thank you for your time and attention to this matter.

Sincerely,

Hampton Roads Community Health Center