Mercy
HEALTH SERVICES

MERCY HEALTH FOUNDATION

<<Date>> (Format: Month Day, Year)

<<first_name>> <<middle_name>> <<last_name>> <<suffix>>
<<address_1>>
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<<city>>, <<state_province>> <<postal_code>>
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Dear <<first_name>> <<middle_name>> <<last_name>> <<suffix>>,

Re: Notice of a Security Breach

The protection and privacy of your personal information is one of our highest priorities at Mercy Health Foundation, Inc. ("MH Foundation"). Because of this, I am writing to make you aware of a recent data security incident.

What Happened? MH Foundation contracts with a company called Blackbaud, Inc. ("Blackbaud") to store our donor information in Blackbaud's self-hosted environment. On July 16, 2020, Blackbaud notified us, as well as hundreds of other organizations that use its products, that it was impacted by a ransomware event. According to Blackbaud, in May 2020, ransomware was deployed within Blackbaud's environment, and some of its data was exfiltrated out of its systems. This data may have included information we store in Blackbaud.

What Information Was Involved? The person who gained access to Blackbaud's network could have accessed your name, date of birth and certain information regarding your health visits to Mercy Health, such as the dates and times of those visits and the physicians or departments that provided care to you. Blackbaud has assured us that any sensitive information that could lead to a risk of identity theft, such as Social Security Number or financial card numbers, was encrypted and therefore inaccessible to the person.

What We Are Doing? Upon learning of the incident, we reviewed our internal records to identify who may have been affected. We also worked with Blackbaud to obtain additional information about the nature of the event to determine the risk to your personal information. **We are not aware of any instances of fraud or identity theft arising out of the incident.** Nonetheless, out of an abundance of caution, we wanted to provide you notice of the incident. We are also reviewing our relationship with Blackbaud and the technical controls it has in place for securing our data.

What You Can Do? While we have no evidence that anyone's personal information has been misused, you can find more information on steps to protect yourself against identity theft or fraud in the enclosed *Additional Important Information sheet.*

How Can You Get More Information? I understand that you may have questions that this letter does not answer. If you have questions, please call 1-???-???-???? from 9:00 a.m. to 6:30 p.m. EST, Monday-Friday.

Sincerely,

John E. Topper
John E. Topper
Executive Vice President
Mercy Health Services

345 St. Paul Place · Baltimore, MD 21202-2123 · 410-332-9000
TTY 410-332-9888 www.mdmercy.com

Additional Important Information

As a precautionary measure, we recommend that you remain vigilant to protect against potential fraud and/or identity theft by, among other things, reviewing your account statements and monitoring credit reports closely. If you detect any suspicious activity on an account, you should promptly notify the financial institution or company with which the account is maintained. You should also promptly report any fraudulent activity or any suspected incidents of identity theft to proper law enforcement authorities, including the police and your state's attorney general, as well as the Federal Trade Commission ("FTC").

You may wish to review the tips provided by the FTC on fraud alerts, security/credit freezes and steps you can take to avoid identity theft. For more information and to contact the FTC, please visit www.ftc.gov/idtheft or call 1-877-ID-THEFT (1-877-438-4338). You may also contact the FTC at Federal Trade Commission, 600 Pennsylvania Avenue, NW, Washington, DC 20580.

Credit Reports: You may obtain a free copy of your credit report once every 12 months from each of the three national credit reporting agencies by visiting www.annualcreditreport.com, by calling toll-free 1-877-322-8228, or by completing an Annual Credit Report Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348. You can print a copy of the request form at https://www.annualcreditreport.com/manualRequestForm.action.

Alternatively, you may elect to purchase a copy of your credit report by contacting one of the three national credit reporting agencies. Contact information for the three national credit reporting agencies for the purpose of requesting a copy of your credit report or for general inquiries is as follows:

Equifax	**Experian**	**TransUnion**
1-866-349-5191	1-888-397-3742	1-800-888-4213
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

Fraud Alerts: You may want to consider placing a fraud alert on your credit report. A fraud alert is free and will stay on your credit report for one (1) year. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any new accounts in your name. To place a fraud alert on your credit report, contact any of the three national credit reporting agencies using the contact information listed above. Additional information is available at www.annualcreditreport.com.

Credit and Security Freezes: You may have the right to place a credit freeze, also known as a security freeze, on your credit file, so that no new credit can be opened in your name without the use of a PIN number that is issued to you when you initiate the freeze. A credit freeze is designed to prevent potential credit grantors from accessing your credit report without your consent. If you place a credit freeze, potential creditors and other third parties will not be able to get access to your credit report unless you temporarily lift the freeze. Therefore, using a credit freeze may delay your ability to obtain credit. Unlike a fraud alert, you must separately place a credit freeze on your credit file at each credit reporting company. Since the instructions for how to establish a credit freeze differ from state to state, please contact the three major credit reporting companies as specified below to find out more information:

Equifax Security Freeze	**Experian Security Freeze**	**TransUnion Security Freeze**
1-888-298-0045	1-888-397-3742	1-888-909-8872
www.equifax.com	www.experian.com	www.transunion.com
P.O. Box 105788	P.O. Box 9554	P.O. Box 160
Atlanta, GA 30348	Allen, TX 75013	Woodlyn, PA 19094

Individuals interacting with credit reporting agencies have rights under the Fair Credit Reporting Act. We encourage you to review your rights under the Fair Credit Reporting Act by visiting https://files.consumerfinance.gov/f/documents/bcfp_consumer-rights-summary_2018-09.pdf, or by requesting information in writing from the Consumer Financial Protection Bureau, 1700 G Street N.W., Washington, DC 20552.

This notice was not delayed at the request of law enforcement.

Maryland Residents: Maryland residents can contact the Office of the Attorney General to obtain information about steps you can take to avoid identity theft from the Maryland Attorney General's office at: Office of the Attorney General, 200 St. Paul Place, Baltimore, MD 21202, (888) 743-0023, http://www.marylandattorneygeneral.gov/.