



Compliance Team QUEST  
1627 Cole Boulevard, Bldg. 18  
Lakewood, CO 80401  
Tel: 303-626-6000 | Fax: 303-626-6323  
[www.davita.com](http://www.davita.com)

August 25, 2009

CERTIFIED MAIL -- RETURN RECEIPT REQUESTED

New Hampshire Department of Consumer Affairs  
Attn: Consumer Protection  
33 Capitol Street  
Concord, NH 03301

Dear Sir/Madam:

The purpose of this letter is to notify the Attorney General's office that Renal Treatment Centers – Southeast, LP (“Company”) recently discovered that it sustained a loss of personal information of approximately 1 New Hampshire resident (“Resident”). The loss occurred when a DaVita facility in Dallas suffered a burglary resulting in the theft of multiple desktop computers, which are password protected. The Company is an affiliate of DaVita Inc.

On or about July 30, 2009, the Company's legal department confirmed that social security numbers may have been part of the personal information included in the loss. The Resident is a potential, current or former patient of the Company.

We have contacted local law enforcement authorities to report the theft, and are now in the process of contacting relevant state authorities, including your agency as per state law requirements. We also prepared notifications to all affected individuals of the data loss. Notifications to Residents were sent on August 21, 2009. (See attached.)

Please contact me if you have any questions regarding this matter.

Sincerely,



Salina K. Greff  
Senior Compliance Counsel  
DaVita Inc.



Enc.



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August 21, 2009

First Last  
Address  
City, NH Zip

Dear \_\_\_\_\_:

As a precaution we are writing to inform you of a recent incident which may have resulted in the unauthorized acquisition of your personal information. On or about May 21, 2009, a DaVita facility suffered a burglary resulting in the theft of multiple desktop computers. Although the computers were password protected, the hard drives likely contained, along with numerous other non-related documents, documents involving insurance filings for dialysis services or your treatment at DaVita. The documents may have contained your name, social security number, medical insurance coverage information, and/or other personal and health related information. DaVita has no reason to believe that misuse of your personal information has occurred or is likely to occur as a result of the theft.

The theft was promptly reported to the proper legal authorities. While law enforcement officials estimate that over two million computers are stolen annually for resale, we suggest you take all necessary proactive steps to protect against the possibility of identity theft. Such precautions include placing a fraud alert on your credit file. A fraud alert simply advises creditors to contact you before opening new accounts. You may call any one of the three credit reporting agencies to place the fraud alert and ask for a free copy of your credit report to see if there has been any unusual activity. Contact information is as follows:

**Equifax:** 1-800-525-6285; [www.equifax.com](http://www.equifax.com); P.O. Box 740241, Atlanta, GA 30374-0241

**Experian:** 1-888-397-3742; [www.experian.com](http://www.experian.com); P.O. Box 9532, Allen, TX 75013

**TransUnion:** 1-800-680-7289; [www.transunion.com](http://www.transunion.com); Fraud Victim Assistance Division, P.O. Box 6790, Fullerton, CA 92834-6790

When reviewing your account, look for accounts you did not open and inquiries from creditors you did not initiate. Also look for personal information, such as a home address or social security number, which is not accurate. If you see anything you do not understand, you should call the credit reporting agency immediately at the telephone number identified on the report.

If you find suspicious activity on your credit report, then contact your banking/credit institution, and file an identity theft report with your local police or sheriff's office. Get a copy of the police report. You may need to give copies to creditors to clear up your records if a theft did occur.

We take privacy very seriously, and sincerely apologize that information may have been compromised resulting from this theft.

If you have any questions, please contact our Privacy Manager, Maria Beitia at 303-626-6253.

Sincerely,

DaVita Inc.