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August 2, 2012

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

Re: Incident Notification

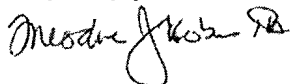
Dear Attorney General Delaney:

On June 4, 2012 and July 2, 2012, our client, Wentworth Douglass Hospital (WDH), discovered malware on desktop computers containing patient information. WDH took immediate action and removed the desktop computers from the network. WDH also launched an internal investigation and determined that the desktop computers contained patient information, including names, dates of birth, medical record numbers, clinical information, Social Security numbers and insurance information. The desktop computers did not contain any patient financial information.

While WDH cannot be sure whether patient information was accessed, or that the malware was sophisticated enough to collect that type of information, in an abundance of caution, WDH is notifying affected patients regarding the incident in accordance with RSA 359-C:20. To date, WDH is not aware of any reports that patient information has been misused as a result of this incident. WDH is offering to eligible individuals one year of free credit monitoring services through Experian. As a result of this incident, WDH has conducted a comprehensive review of its system and procedures to further secure its network against emerging malware threats.

There were approximately 16 New Hampshire patients that had personal information, as defined under RSA 359-C:19, on the desktop computers. Notification was sent to those patients in substantially the forms attached hereto.

Very truly yours,



Theodore J. Kobus, III

Enclosures

601460708.1



# Wentworth-Douglass Hospital

THE SEACOAST'S LEADING MEDICAL CENTER

August 2, 2012

**Redacted**

Dear

**Redacted**

Wentworth-Douglass Hospital ("WDH") is committed to protecting your privacy and maintaining the confidentiality of your patient information. Regrettably, we are writing to inform you of an incident involving some of that information.

On June 4, 2012, WDH discovered malware on desktop computers containing patient information. Malware is malicious software that can potentially allow the collection of information from affected computers. WDH took immediate action and removed the desktop computers from the network. WDH also launched an internal investigation and determined that the desktop computers contained patient information, which included your name, date of birth, medical record number, clinical information, Social Security number and insurance information. The desktop computers did not contain any of your financial information.

While WDH cannot be sure whether your information was accessed, we are not aware of any reports that patient information has been misused as a result of this incident. In an abundance of caution, WDH wanted to notify you regarding the incident.

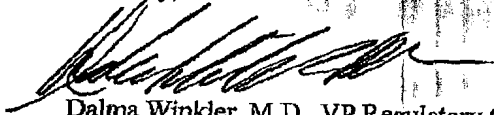
We deeply regret any inconvenience this may cause you, and we are offering you a free, one-year membership in Experian's ProtectMyID™ Alert. This product helps detect possible misuse of your personal information and provides you with identity protection services focused on immediate identification and resolution of identity theft. For more information about ProtectMyID and instructions on how to activate your complimentary one-year membership, please see the page provided by Experian that is attached to this letter. We also recommend that you regularly review the explanation of benefits statement that you receive from your insurer. If you identify services listed on your explanation of benefits that you did not receive, please contact your insurer.

789 Central Avenue, Dover, NH 03820

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August 2, 2012

We want to assure you that we take this matter very seriously. Since the incident, we have conducted a comprehensive review of our system and procedures to further secure our network against emerging malware threats. If you have any questions, please call 603-740-2251, between 8:30 AM and 4 PM EST.

Sincerely,



Dalma Winkler, M.D., VP Regulatory Compliance  
Privacy Officer

dw

Enc.

### Activate ProtectMyID Now in Three Easy Steps

1. ENSURE That You Enroll By: December 2, 2012
2. VISIT the ProtectMyID Web Site: [www.protectmyid.com/redeem](http://www.protectmyid.com/redeem) or call 877-371-7902 to enroll
3. PROVIDE Your Activation Code: **Redacted**

Once your ProtectMyID membership is activated, your credit report will be monitored daily for 50 leading indicators of identity theft. You'll receive timely Credit Alerts from ProtectMyID on any key changes in your credit report which could include new inquiries, new credit accounts, medical collections and changes to public records.

ProtectMyID provides you with powerful identity protection that will help detect, protect and resolve potential identity theft. In the case that identity theft is detected, ProtectMyID will assign a dedicated U.S.-based Identity Theft Resolution Agent who will walk you through the process of fraud resolution from start to finish for seamless service.

We realize that identity theft can happen months and even years after a data breach. To offer added protection, you will receive ExtendCARE™, which provides you with the same high-level of Fraud Resolution support even after your ProtectMyID membership has expired.

#### Your complimentary 12-month ProtectMyID membership includes:

- **Credit Report:** A free copy of your Experian credit report
- **Daily 3 Bureau Credit Monitoring:** Alerts you of suspicious activity including new inquiries, newly opened accounts, delinquencies, or medical collections found on your Experian, Equifax and TransUnion credit reports.
- **Identity Theft Resolution:** If you have been a victim of identity theft, you will be assigned a dedicated, U.S.-based Experian Identity Theft Resolution Agent who will walk you through the fraud resolution process, from start to finish.
- **ExtendCARE:** Full access to the same personalized assistance from a highly-trained Fraud Resolution Agent even after your initial ProtectMyID membership expires.
- **\$1 Million Identity Theft Insurance\*:** As a ProtectMyID member, you are immediately covered by a \$1 Million insurance policy that can help you cover certain costs including, lost wages, private investigator fees, and unauthorized electronic fund transfers.

Activate your membership today at [www.protectmyid.com/redeem](http://www.protectmyid.com/redeem)  
or call 877-371-7902 to register with the activation code above.

Once your enrollment in ProtectMyID is complete, you should carefully review your credit report for inaccurate or suspicious items. If you have any questions about ProtectMyID, need help understanding something on your credit report or suspect that an item on your credit report may be fraudulent, please contact Experian's customer care team at 877-371-7902.

\* Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of Chartis, Inc. The description herein is a summary and intended for informational purposes only and does not include all terms, conditions and exclusions of the policies described. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.



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August 2, 2012

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\* Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of Chartis, Inc. The description herein is a summary and intended for informational purposes only and does not include all terms, conditions and exclusions of the policies described. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.