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November 16, 2012

VIA FEDERAL EXPRESS

Office of the Attorney General 33 Capitol Street Concord, NH 03301

Attn: Attorney General Michael A. Delaney

Re: Incident Notification

Dear Assistant Attorney General Delaney:

On September 27, 2012, our client, CHRISTUS St. John Hospital ("St. John"), learned that an unencrypted memory stick containing patient information from the St. John Sports Medicine program went missing on September 25, 2012. St. John immediately conducted a thorough search of its facilities but has been unable to locate the memory stick. St. John also began an investigation to determine what information was on the memory stick and confirmed that it may have contained patient names, dates of birth, health insurance information, Social Security numbers, diagnoses, and progress notes.

St. John has no reason to believe that any of the information has been accessed or used improperly. However, in an abundance of caution, St. John is notifying affected patients and offering eligible individuals a complimentary one-year membership in credit monitoring and identity theft protection services provided by ConsumerInfo.com, Inc., an Experian® company. St. John is also providing call center support for those affected.

St. John has taken steps to help prevent something like this from happening in the future, including a thorough review of its policies and procedures for mobile devices and reinforcement of the importance of handling patient information securely with its Associates.

Attorney General Michael A. Delaney November 16, 2012 Page 2

We are notifying approximately 1 New Hampshire resident. Notification is being sent to that resident in substantially the form attached hereto, with mailing commencing on November 16, 2012.

Sincerely,

Theodore J. Kobus III

Enclosure



November 16, 2012

Dear Sample A Sample:

CHRISTUS St. John Hospital ("St. John") is committed to protecting our patients' information. Regrettably, we are writing to inform you about an incident involving some of that information.

On September 27, 2012, we learned that an unencrypted memory stick containing patient information from the St. John Sports Medicine program went missing on September 25, 2012. We immediately conducted a thorough search of our facilities but have been unable to locate the memory stick. We also began an investigation to determine what information was on the memory stick and confirmed that it may have contained your name, date of birth, health insurance information, Social Security number, diagnosis, and progress notes.

We have no reason to believe that the information on the memory stick has been accessed or used improperly. However, in an abundance of caution, we are providing you with a free one-year membership in ProtectMyID AlertTM from ConsumerInfo.com, Inc., an Experian® company, to provide you with credit monitoring capabilities and in-depth assistance in identity theft protection. ProtectMyID Alert is completely free and enrolling in this program will not hurt your credit score. Unfortunately, due to privacy laws, we are not able to enroll you directly. For more information on ProtectMyID Alert and instructions on how to activate your complimentary one-year membership, please see the last page of this letter. We also recommend that you regularly review the explanation of benefits statement that you receive from your health insurer. If you identify services listed on your explanation of benefits that you did not receive, please immediately contact your insurer.

We deeply regret any inconvenience this may cause you. To help prevent something like this from happening in the future, we have reviewed our policies and procedures for mobile devices and reinforced with our Associates the importance of handling patient information securely. If you have any questions, please call 1-855-770-0004 Monday through Friday between 8:00 a.m. and 5:00 p.m. Central time and enter the reference code 25 when prompted.

Sincerely,

Mike Sullivan

CHRISTUS Health Gulf Coast Region

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Regional Vice-President, Mission Integration & Administrative Services

Regional Privacy Officer



ProtectMyID Alert Enrollment Information

- 1. You Must Enroll By: February 28, 2013
- 2. ProtectMyID Web Site: www.protectmvid.com/redeem or call 877-371-7902 to enroll
- 3. Your Activation Code: ABCDEFGHIJKL

Once your ProtectMyID Alert 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 Alert on any key changes in your credit report which could include new inquiries, new credit accounts, medical collections and changes to public records.

ProtectMyID Alert 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 Alert 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.

Your complimentary One Year ProtectMvID Alert membership includes:

- Credit Report: A free copy of your Experian credit report
- Daily Credit Monitoring: Alerts you of suspicious activity including new inquiries, newly opened accounts, delinquencies, or medical collections.
- 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.
- \$1 Million Identity Theft Insurance*: As a ProtectMyID Alert 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.

Once your enrollment in ProtectMyID Alert is complete, you should carefully review your credit report for inaccurate or suspicious items. If you have any questions about ProtectMyID Alert, 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.