Cooper
University Hospital

One Cooper Plaza
Camden, NJ 08103

cooperhealth.org

September 9, 2010

Attorney General Michael A. Delaney
33 Capitol Street
Concord, NH 03301

Re: Notice Under N.H. Rev. Stat. § 359-C:20

Dear Attorney General Delaney:

Pursuant to N.H. Rev. Stat. § 359-C:20, we are writing to inform you of a data loss incident that impacts two (2) residents of New Hampshire. On July 8, 2010, we discovered that there was a missing USB flash drive containing a copy of a database of our staff's private information. The two (2) New Hampshire residents have already been notified of the incident.

The subject flash drive copy was created the evening of July 7, 2010, which means that at the time of discovery the database had been missing for less than one day. We notified New Jersey state law enforcement on July 23, 2010. On July 26, 2010, we notified our affected staff members including the two (2) New Hampshire residents. They were notified that their name, personal email, social security number, employee ID number, citizenship, undergraduate, graduate, and medical school identification, salary, address, telephone numbers, emergency contacts, marital status, spouse's name, birth date and birth place, gender, race, forwarding address, home phone and employer may have been improperly disclosed and that we were unaware of any adverse incidents related to this event. A copy of the notification package provided to the affected staff is enclosed with this letter.

In addition to providing the New Hampshire residents with notice in accordance with New Hampshire law, we provided credit monitoring and related identity protection services through Intelius. Further, we provided identity theft consulting services from PricewaterhouseCoopers.

We continue to investigate the cause of this potential disclosure of private information and are implementing procedures to ensure that it does not happen again. The management of Cooper University Hospital remains committed to the security of our staff's privacy.

UMDNJ
Robert Wood Johnson Medical School
The Core Teaching Campus of the University of Medicine and Dentistry of New Jersey: Robert Wood Johnson Medical School at Camden

Very truly yours,

COOPER UNIVERSITY HOSPITAL

Maureen P. Barnes

JFM/cjd
Enclosure
cc.: John F. Mullen, Esq.

NOTICE OF SECURITY BREACH OF YOUR PERSONAL INFORMATION

Cooper Health System (CHS) is notifying you that there may have an improper disclosure of your personal identifiable information (PII) by CHS.

Specifically, we discovered a flash drive containing a database was missing from the Graduate Medical Education Office.

We have determined that as a result of the Security Breach, your name, beeper number, personal email, social security number, employee ID number, citizenship, USMLE number, ECFMG cert number, visa information, Step I/II scores, undergraduate, graduate, and medical school identification, salary, leave of absence information, license number, DEA number CDS number, NPI number, address, telephone numbers, emergency contacts, marital status, spouse's name, your birth date and birth place, your gender, your race, your forwarding address, your home phone and your employer may have been improperly disclosed.

We are providing Intelius Identity Theft Prevention and Detection for 1 year at Cooper's expense and no fee to you. If you would like to sign up, please send an e-mail to notification@cooperhealth.edu requesting a PIN number. We will e-mail your PIN to you.

You do not need to contact the police. We have contacted the NJ State Police and the Camden Police Department. The Camden PD case number is as follows: 10 0727 0640. The Camden police have requested that we centralize all reports through our Security Director Paul Murray. Mr. Murray is located in Dorrance 256 and his telephone number is as follows: 856.342.2401.

FAQs are included as part of this package. Please read them. However, if you have any questions, please contact us via e-mail at notification@cooperhealth.edu or call us at telephone number 856.968.7053.

Below are the contact numbers of the three Credit Reporting Bureaus if you wish to obtain a copy of your credit card report.

Equifax - (800) 525-6285
Experian - (888) 397-3742
Trans Union - (800) 680-7289

You may also wish to contact or seek guidance from The Federal Trade Commission, which provides extensive guidance with respect to protecting against identity theft in particular.

Federal Trade Commission - (877) 438-4338
Social Security Administration - (800) 269-0271

Please know that CHS is conducting a comprehensive investigation of what led to the breach, what we can do to reduce the chances that anyone affected by the breach will be harmed by it, and how we can protect against any further breaches.

If you have any questions or would like additional information about the Security Breach, you may contact:

Maureen Barnes
Vice President, Risk Management & Insurance
Chief Compliance and Privacy Officer
3 Cooper Plaza, Suite 404
Camden, NJ 08103
(856) 342-2052

Incident and Individuals Affected

1. What happened?
    a. Cooper became aware that at a flash drive used by the Office of Graduate Medical Education was missing
2. Is the drive missing or stolen?
    a. We have not a determination either way.
3. Is my name on the flash drive?
    a. Your name is on the flash drive (USB drive) ONLY if you were a Cooper Resident during academic year 2008/2009, 2009/2010 or you are currently a member of the house staff. If you are unsure, you may contact us to determine if you are on the list. Phone: 856.968.7053 or e-mail to notification@cooperhealth.edu
4. Are former residents affected by this breach?
    a. ONLY if they were a Cooper Resident during academic year 2008/2009, 2009/2010 or you are currently a member of the house staff. If you are unsure, you may contact us to determine if you are on the list. Phone: 856.968.7053 or e-mail to notification@cooperhealth.edu
5. Are rotating/visiting residents affected?
    a. ONLY if they were a Visiting Resident during academic year 2009/2010 or 2010/2011.
6. What specific data fields does Cooper have on Cooper housestaff?
    a. The personally identifiable information included as applicable name, beeper number, email, Social Security number, employee ID number, citizenship, USMLE number, ECFMG number, visa information, salary, leave of absence, license number, DEA number, CDS number, NPI number, address, telephone numbers, emergency contact name, marital status, spouse's name, resident birthdate and birthplace, gender, race, forwarding address, home phone and employer
7. What specific data fields does Cooper have on the visiting residents?
    a. The database contained their name, home address, home phone/cell#, Social Security number, date of birth, PA Training License number, Medical School & graduation date
8. Were my family members affected?
    a. Family member's personally identifiable information (PII) was not in the database. The information in the database was for emergency contact name and contact information.
9. Will Cooper provide an accounting of the events that have occurred, steps already taken and what will be done in the future?
    a. Yes, Cooper has been and will be providing information as it becomes available
10. Why were the police notified before affected housestaff?
    a. New Jersey's Breach Notification Law requires us to notify the State Police first in order to prevent any ongoing investigations from being compromised. Cooper had to wait for NJSP approval before notifying house staff.
11. Will housestaff be notified if and when the usb is located?
    a. Yes, if we locate the USB we will notify you immediately

Identity Theft Protection

1. Who will pay for credit monitoring?
    a. Cooper is paying for Intelius Identity Theft Prevention and Detection for one year. . To request a PIN, please e-mail your request to notification@cooperhealth.edu.
2. Will housestaff be reimbursed for credit monitoring?
    a. If you incurred any expense to initiate credit monitoring based on this incident, please submit your receipt to notification@cooperhealth.edu or hand deliver the receipt to your program director or GME office. If you are no longer working at the hospital, please mail the receipt along with an explanation letter to following address:

        Cooper University Hospital
        1 Cooper Plaza
        ATTN: GME Office
        Camden, NJ 08103

3. In the event a free report has already been obtained, will Cooper pay for additional reports?
    a. Cooper is paying for Intelius Identity Theft Prevention and Detection for one year which includes a credit report.
4. Is it necessary to cancel credit cards and accounts or just monitor?
    a. Only you can decide what actions you wish to take
5. What will Cooper do for those who fall victim to fraud?
    a. Cooper will work with those individuals on a case by case basis. Any suspected theft or fraud should be reported to our Director, Security Paul Murray. Mr. Murray is located in Dorrance 256 and his number is as follows: 856.342.2401

Notification

1. Which Police Department should be notified?
    a. None. We have already notified the Camden Police Department and the NJ State Police Cyber Crime Unit. Since Camden PD is conducting the investigation, the State Police will not be investigating the incident. The Camden police department has requested all contact be centralized through Cooper's Director of Security Paul Murray. Mr. Murray's office is located in Dorrance 266. His telephone number is (856) 342-2401.
2. What is the police report number?
    a. The Camden PD case # is 10 0727 0640. The Camden police have requested that we centralize all reports through our Director, Security Paul Murray. Mr. Murray is located in Dorrance 256 and his number is as follows: 856.342.2401
3. Is there a number to call or e-mail address we can use if we have questions?
    a. Yes. Phone: dial 856.968.7053. E-mail: notification@cooperhealth.edu. We will have staff monitoring both from 7:00am to 7:00pm Monday through Friday. We will answer questions received after 7:00pm or on Saturday and Sunday the next business day. We

have created a folder on the GME portal site called "Database Breach" where we are saving documents related to this incident. We are also working on establishing an external site for people affected who are no longer at Cooper—we will forward the information for that site as soon as it is built. That site will contain the same documents we have for our internal site.

4. Is direct deposit bank information compromised as well?
    a. No, banking information was not contained in the database
5. Should we change our social security number?
    a. Only you can decide what actions you wish to take
6. Is it recommended/necessary to close all accounts - Credit cards, bank accounts, investments?
    a. Only you can decide what actions you wish to take
7. Should student loan providers be contacted?
    a. No, student loan information was not contained in the database.
8. How are you notifying previous graduates and visiting residents?
    a. GME has the last known mail and e-mail addresses of graduates and visiting residents. We have already sent the same e-mail we sent you to the previous graduates and visiting residents. We are sending previous graduates and visiting residents the same information as you are receiving. GME and program coordinators are also compiling mail and e-mail addresses of the graduates and visiting residents. Also, we are contacting other programs to assist.
9. Have you notified the Division of Consumer Affairs about missing DEA and License numbers?
    a. We are in the process of notifying Consumer Affairs. It is important to note that DEA numbers and License numbers are available to the general public. We have contacted the ACGME.

Miscellaneous

1. Who has access to our PII?
    a. Multiple organizations in the enterprise have access to your PII. This access is required to manage your time at Cooper. As with all companies, we must have a level of trust that employees will follow policy and perform their job functions within those policies. We are reinforcing and reeducating staff on the proper handling of PII.
2. Are attendings affected by this breach?
    a. No, attendings are not affected by this breach, unless they were a resident during 2008/2009, 2009/2010 or you are currently a member of the house staff.. If you are unsure, you may contact us to determine if you are on the list. Phone: 856.968.7053 or e-mail to notification@cooperhealth.edu

Configuring Your Identity Theft Protection

1. Visit the Registration Page: https://partners.intelius.com/intelius/register.php
2. Enter your Name, Home Addresses, Email Address, Password, and PIN.
3. Activate your credit monitoring by clicking "Get Your Credit Report" and complete the Identity Verification process.
4. Continue to visit each tab and activate the features available in your Identity Protect service.

If you need help with the registration process, please contact Intelius by dialing 877.974.1563. They are available from 8:00am to 7:30pm EDT.

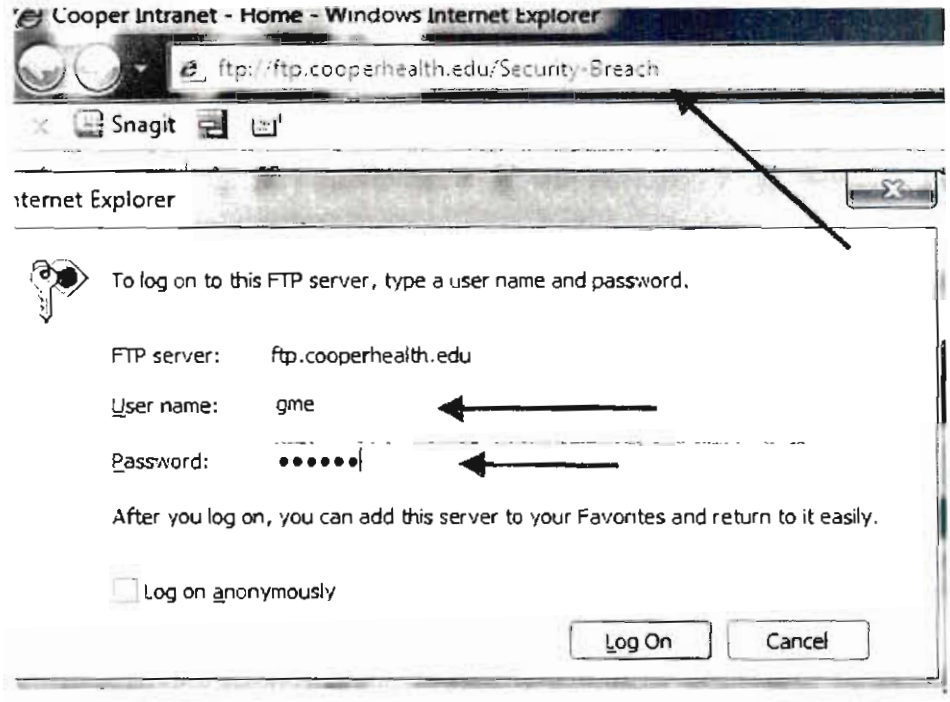
Accessing the External Document Site

1. In the address bar of any web browser, type the following: ftp://ftp.cooperhealth.edu/Security-Breach

2. The sign-on box opens

   a. In the User Name: field, type gme and press Tab

   b. In the Password: field, type breach and press Enter

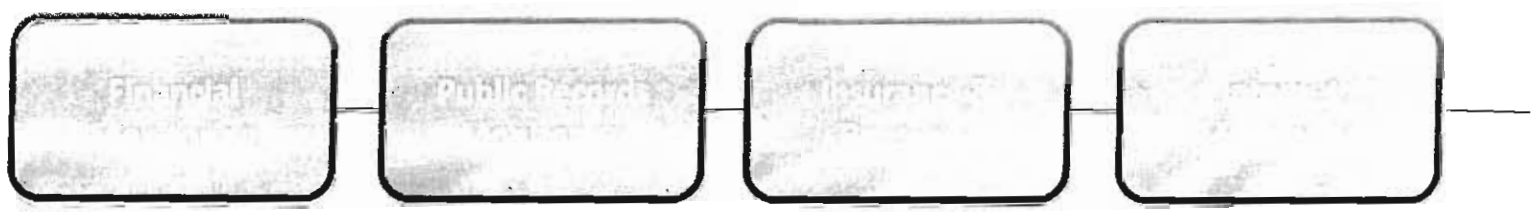


3. Double click any document to open the document

Intelius Identity Protection Subscription Services for The Cooper Health System

July 2010

Intelius – Identity Protect Feature Set Overview

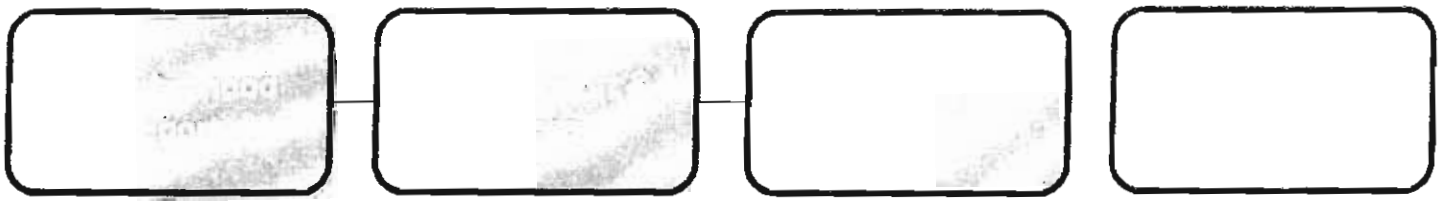


Triple Agency Credit Alerts
Includes: New Accounts, Inquires, Bankruptcies, Late Payments and more

Monitor Public Record Changes:
-Phone Number Connect/Disconects
-Address Changes, Address -History, Relative and associated aliases

$1Million Insurance
-Full Resolution – personal service
-Travel document replacement
-Moving and Military
-Life Stages – Death & Estate help

Monitors Compromised Data:
-Credit Card
-SSN
-Bank Account



Up to 3 Addresses
Neighbors mapped out
Neighbor Report w/ Crim Count, household members, property info, etc
Sex offender report
Eventually all will be monitored

Single Bureau Report, Includes: Accounts, Payment History, Credit Balances, and more
Single Bureau Score

Drastic reduction in junk mail
Place on Do No Call lists

-Product Discounts on intelius.com
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