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October 13, 2011

Via UPS

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

Re: Incident Notification

Dear Attorney General Delaney:

We write to inform you of an incident regarding some of the personal information that our client, Florida Hospital, maintains in connection with the services it provides to its patients.

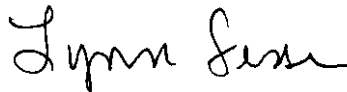
On August 15, 2011, our client learned that three employees accessed portions of patients' medical records which was outside the scope of the employees' job duties. The medical record included patients' names, dates of birth, social security numbers and insurance information. Florida Hospital notified law enforcement and conducted its own internal investigation. Based on the information received to date, it appears the employees were looking to identify motor vehicle accident victims to provide to an attorney referral service.

Upon learning of the incident, Florida Hospital took steps to help prevent this from happening in the future, including terminating the involved employees, developing mechanisms to lock down access of employees to only areas of the medical record required to do their job, regular auditing of employee access to records, and enhancing their policies and procedures for employee access to medical records. As a precautionary measure, Florida Hospital is notifying all affected individuals of this incident and offering them one year of free credit monitoring and credit protection services through Kroll Fraud Solutions.

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There are four (4) New Hampshire residents potentially affected by this incident. Notification will be sent to those residents on October 13, 2011 in substantially the form attached hereto.

Very truly yours,



Lynn Sessions

Enclosure

cc: Laurie Levin, Esq.



ATTENTION: Urgent Message From Adventist Health System.
Please Open Immediately.

<FirstName> <MiddleInitial> <LastName> <Suffix>
<Address> (Line 1)
<Address> (Line 2)
<City> <State> <Zip>
<POSTNET BARCODE>

<FirstName> <MiddleInitial> <LastName> <Suffix>
Membership Number: <Membership Number>

Member Services: 1-855-366-0141
8:00 a.m. to 5:00 p.m. (Central Time), Monday through Friday
If you have questions or feel you may have an identity theft issue,
please call ID TheftSmart member services.

Dear <FirstName> <MiddleInitial> <LastName> <Suffix>,

As a valued patient, guarding your privacy is Florida Hospital's top priority. We maintain a strong privacy policy and aim to communicate openly should it ever be compromised.

We are notifying you regarding your Emergency Department visit to Florida Hospital between the dates of January 1, 2010 and August 15, 2011. On August 15, 2011, we learned that an employee accessed portions of your medical record which included your name, date of birth, Social Security number and insurance information. Based on the information we have to date, it appears the employee may have been looking to identify motor vehicle accident victims, although we cannot be certain. A portion of this access was outside the scope of the employee's job duties.

Upon learning of the incident, Florida Hospital investigated the actions taken by the employee. As a result of our findings, the employee was terminated, and Florida Hospital notified law enforcement for further review of this incident.

While Florida Hospital has no evidence that your information has been misused, we are taking key steps to help guard against the damage identity theft can cause and have heightened security measures to protect our patients and Florida Hospital from future incidents. We are very sorry for the inconvenience this incident may cause you.

Because securing your personal information is so important to Florida Hospital, we have engaged Kroll Inc, a global leader in data security, to serve you. Kroll's Fraud Solutions team has more experience than any other organization when it comes to helping people who have experienced the unintentional exposure of their confidential data. We are providing you FREE access to:

Enhanced Identity Theft Restoration. Licensed Investigators who truly understand the problems surrounding identity theft will help restore your name and credit if either should be affected by this incident. The investigators do most of the work.

Three-in-One Credit Report. Kroll offers you access to an up-to-date credit report that uses data merged from all three major national credit repositories. If you suspect fraudulent activity, please call the Kroll team.

Continuous Credit Monitoring. Monitoring alerts make you aware of key changes in your credit file that could indicate the kind of unauthorized activity commonly associated with identity theft and fraud. In order to activate this service, either fill out and return the enclosed *Consumer Credit Report and Credit Monitoring Authorization Form* or submit an online authorization at www.idintegrity.com. Please be prepared to provide the membership number included with this letter.

You may call 1-855-366-0141, 8:00 a.m. to 5:00 p.m. (Central Time), Monday through Friday, if you have any questions about this incident or believe that you have been affected. Again, we deeply regret that this happened. We assure you that we take this matter very seriously and hope that the quality and reliability of the support services being offered demonstrates our continued commitment to your security and satisfaction.

Sincerely,

Anne Howell, RHIA
Florida Hospital, Director of Privacy

U.S. State Notification Requirements

For residents of Hawaii, Michigan, Virginia, and Wyoming:

It is recommended by state law that you remain vigilant for incidents of fraud and identity theft by reviewing credit card account statements and monitoring your credit report for unauthorized activity.

For residents of Iowa, Maryland, Michigan, Missouri, North Carolina, Oregon, Vermont, and West Virginia:

It is required by state laws to inform you that you may obtain a copy of your credit report, free of charge, whether or not you suspect any unauthorized activity on your account. You may obtain a free copy of your credit report by contacting any one or more of the following national consumer reporting agencies:

Equifax

P.O. Box 740241
Atlanta, Georgia 30374
1-800-685-1111
www.equifax.com

Experian

P.O. Box 2104
Allen, TX 75013
1-888-397-3742
www.experian.com

TransUnion

P.O. Box 2000
Chester, PA 19022
1-800-888-4213
www.transunion.com

For residents of Iowa:

State law advises you to report any suspected identity theft to law enforcement or to the Attorney General.

For residents of Oregon:

State laws advise you to report any suspected identity theft to law enforcement, as well as the Federal Trade Commission.

For residents of Maryland and North Carolina:

You can obtain information from the Maryland and North Carolina Offices of the Attorneys General and the Federal Trade Commission about steps you can take toward preventing identity theft.

Maryland Office of the Attorney General

Consumer Protection Division
200 St. Paul Place
Baltimore, MD 21202
1-888-743-0023
www.oag.state.md.us

North Carolina Office of the Attorney General

Consumer Protection Division
9001 Mail Service Center
Raleigh, NC 27699-9001
1-877-566-7226
www.ncdoj.com

Federal Trade Commission Consumer Response Center

600 Pennsylvania Avenue, NW
Washington, DC 20580
1-877-IDTHEFT (438-4338)
www.ftc.gov/bcp/edu/microsites/idtheft/

For residents of Massachusetts:

It is required by state law that you are informed of your right to obtain a police report if you are a victim of identity theft.

For residents of Massachusetts and West Virginia:

You also have the right to place a security freeze on your credit report. A security freeze is intended to prevent credit, loans and services from being approved in your name without your consent.

To place a security freeze on your credit report, you need to send a request to a consumer reporting agency by certified mail, overnight mail, or regular stamped mail. The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past five years; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. The request must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, display your name and current mailing address, and the date of issue. The consumer reporting agency may charge a fee of up to \$5.00 to place a freeze or lift or remove a freeze and free if you are a victim of identity theft or the spouse of a victim of identity theft, and you have submitted a valid police report relating to the identity theft incident to the consumer reporting agency.

You may obtain a security freeze by contacting any one or more of the following national consumer reporting agencies:

Equifax Security Freeze

P.O. Box 105788
Atlanta, Georgia 30348
www.equifax.com

Experian Security Freeze

P.O. Box 9554
Allen, TX 75013
www.experian.com

TransUnion (FVAD)

P.O. Box 6790
Fullerton, CA 92834-6790
www.transunion.com