

# BakerHostetler

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January 11, 2013

**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 December 18, 2012, an employee informed our client, Hebrew Health Care (“Hebrew Health”), that a spreadsheet containing Hebrew Health employee information had been inadvertently e-mailed to the employee’s personal e-mail account earlier that day. As soon as it learned of the incident, Hebrew Health immediately began a thorough investigation to determine what information was on the spreadsheet. The spreadsheet was sent to only one person, and the recipient confirmed that the email was deleted from the account, and was not forwarded, copied, or used in any way. The spreadsheet contained some employee personal information, including names, Social Security numbers, and 401k deduction amounts.

Hebrew Health has no reason to believe that the information on the spreadsheet has been used in any way. However, out of an abundance of caution, Hebrew Health is notifying affected individuals and offering them a complimentary one-year membership of Experian’s® ProtectMyID™ Alert credit monitoring and identity theft protection services. Hebrew Health is also providing call center support for those affected.

Hebrew Health has taken steps to prevent this from happening again, including reinforcement of education with applicable staff members regarding safeguards when emailing personal information.

Chicago Cincinnati Cleveland Columbus Costa Mesa  
Denver Houston Los Angeles New York Orlando Washington, DC

Attorney General Michael A. Delaney  
January 11, 2013  
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We are notifying approximately 1 New Hampshire resident.<sup>1</sup> Notification has been sent to those residents in substantially the form attached hereto, with mailing commencing on January 7, 2013.

Sincerely,

A handwritten signature in black ink that reads "Theodore J. Kobus III". The signature is written in a cursive style with a large initial 'T' and 'K'.

Theodore J. Kobus III

Enclosure

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<sup>1</sup> This report is not, and does not constitute, Hebrew Health's waiver of personal jurisdiction in the State of New Hampshire.



GENE & ANJA ROSENBERG  
**HEBREW HOME**  
& REHABILITATION CENTER  
*for health, for life*

**Kathy Mon, MBA, LNHA**  
*Vice President and  
Chief Operating Officer*

**tel** 860.523.3993  
**fax** 860.523.3858  
**kmon@hebrewhealthcare.org**

January 4, 2013

Dear Employee:

Hebrew Health Care ("Hebrew Health") is committed to protecting the personal information it maintains on behalf of our employees. Regrettably, we are writing to inform you about an incident involving some of that information.

On December 18, 2012, an employee informed us that a spreadsheet containing Hebrew Health employee information had been inadvertently e-mailed to the employee's personal e-mail account earlier that day. As soon as we learned of the incident, we immediately began a thorough investigation to determine what information was on the spreadsheet. The spreadsheet was sent to only one person, and the recipient confirmed that the email was deleted from the account, and was not forwarded, copied, or used in any way. The spreadsheet contained some of your personal information, including your name, Social Security number, and 401k deduction amount.

We have no reason to believe that the information on the spreadsheet has been used in any way; however, we are sorry that this happened and we are offering you a free one-year membership in ProtectMyID Alert™ from Experian® 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 identity theft prevention and ProtectMyID Alert, including instructions on how to activate your complimentary one-year membership, please see the additional information provided in this letter.**

We deeply regret any inconvenience this may cause you. To help prevent something like this from happening in the future, we have reinforced education with applicable staff members regarding safeguards when emailing personal information. If you have questions or concerns regarding this matter, please do not hesitate to contact Sam Vogt or myself at (860) 523-3995, between the hours of 8:30 a.m. and 4:00 p.m., Monday through Friday.

Sincerely,

Kathy Mon, LNHA  
Vice President & Chief Operating Officer

*A member of the Hebrew Health Care Family*

1 Abrahms Boulevard, West Hartford, CT 06117-1525 **tel** 860.523.3800 **admissions** 860.218.2323 **fax** 860.523.3949 **www.hebrewhealthcare.org**

**Last Name, First Name**

**Activate ProtectMyID Now in Three Easy Steps**

1. ENSURE That You Enroll By: April 30, 2013
1. VISIT the ProtectMyID Web Site: [www.protectmyid.com/redeem](http://www.protectmyid.com/redeem) or call 877-371-7902 to enroll
2. PROVIDE Your Activation Code:

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.