

August 29, 2012

Attorney General Michael A. Delaney
New Hampshire Department of Justice
33 Capitol Street
Concord, NH 03301

Dear Attorney General Delaney:

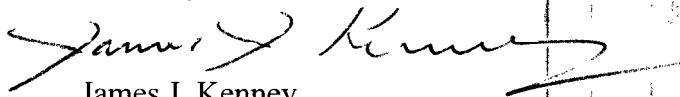
Pursuant to New Hampshire Law, we are writing to notify you of a loss of personal information of sixteen New Hampshire residents.

On July 1, 2012, a physician's blackberry was lost/stolen at the airport in France. The blackberry was not encrypted and did not require the use of a password to operate. Once notified of the loss, Information Services performed a wipe on July 6, 2012 which re-set the blackberry to set-up mode. The information available on the physician's e-mail account, which the blackberry allowed access to contained patient names, dates of birth, Lahey Clinic medical record numbers, diagnosis, and procedure names. The documentation did not contain any Social Security number, driver's license number, payment card data or other financial data.

Enclosed is a copy of the letter that we sent to the New Hampshire residents whose personal information was involved. Lahey Clinic has offered credit-monitoring services to the affected individuals.

If you should have questions, please contact me at 781-744-3078.

Sincerely,



James J. Kenney
Corporate Compliance Officer

Enc. (1)



Lahey Clinic Medical Center
41 Mail Road
Burlington, MA 01805

P 781 744.5100
www.lahey.org

August 24, 2012

A teaching hospital of Tufts University School of Medicine

[Name]
[Address Line 1]
[Address Line 2]
[City, ST Zip]

Promotion Code:

Dear [Mr./Ms. Last Name]:

I am contacting you on behalf of Lahey Clinic Hospital to notify you of a recent issue concerning your personal information. In July 2012, an unencrypted Lahey Clinic Blackberry, with no password protection, containing personal information of some patients was lost or stolen. Lahey Clinic immediately performed a remote "wipe" of the device upon notification that the Blackberry was missing. We have no evidence to suggest that any personal information has been accessed or misused as a result of this incident.

The data on the Blackberry included some combination of name, date of birth, Lahey Clinic number, diagnosis, and test results.

We have taken corrective action steps to prevent a situation like this from happening again by encrypting all Blackberries and adding password protection to all devices.

Although your personal information has not been accounted for and while we have no evidence that your information was improperly used, in order to protect yourself from potential harm, we are pleased to offer you Equifax's Credit Watch™ Gold with 3-in-1 Credit Monitoring for one year at no charge to you. Credit monitoring can provide you with an "early warning system" to key changes to your credit file and help you understand the content of your credit file at the three major credit reporting agencies. This product also includes up to \$1 million in identity theft insurance. There is a simple, Internet-based verification and enrollment process. To take advantage of this offer, follow the steps listed below before March 31, 2012:

- Visit: www.myservices.equifax.com/tri
- Consumer Information: Complete the form with your contact information (name, address, and email address) and click the "Continue" button.
- Promotion Code: Enter the promotion code that is at the top of the first page of this letter in the promotion code box.
- Identity Verification: Complete the form, create a user name and password, agree to the Terms of Use, and click the "Continue" button. The system will ask you up to two security questions to verify your identity.
- Payment Information: Please collect your receipts for any costs that you may incur to secure the credit monitoring service and forward these receipts to me at the address indicated on this letterhead and I will promptly reimburse you.
- Order Confirmation: Click "View My Product" to access your 3-in-1 Credit Report.

If you would prefer to sign up for U.S. mail delivery of the credit monitoring product, call 866-937-8432 for access to the Equifax Credit Watch automated enrollment process. Note that all credit reports and alerts will be sent to you via U.S. mail only.

- Promotion Code: You will be asked to enter your promotion code as provided at the top of your letter.
- Consumer Information: You will be asked to enter your home telephone number, home address, name, date of birth, and Social Security number.
- Permissible Purpose: You will be asked to provide Equifax with your permission to access your credit file and monitor your file. Without your agreement, Equifax cannot process your enrollment.
- Order Confirmation: Equifax will provide a confirmation number with an explanation that you will receive your Fulfillment Kit via U.S. mail (when Equifax is able to verify your identity) or a Customer Care letter with further instructions (if your identity cannot be verified using the information provided).

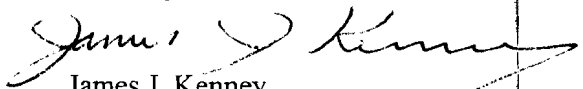
In addition to this offer of credit monitoring, we are enclosing with this letter a list of various steps that you can take to further protect against potential misuse of your information, including the option to place a security freeze on your credit file. If you find suspicious activity on your credit reports or account statements, or have reason to believe that your personal information is being misused, contact your local law enforcement authorities immediately and file a police report. You have the right to request a copy of the police report and should retain it for further use, as many creditors want the information it contains to absolve you of potential fraudulent debts.

Please note that, for security reasons, we will not call or email you requesting any personal information. If you do receive a call or email that appears to be from our organization, please use caution and do not provide personal information in response to any such calls or emails.

If you have any questions about the incident, please feel free to e-mail me at compliance@lahey.org or call us directly at 1-855-276-2935 during the hours of 9:00 a.m. to 5:00 p.m. EST Monday through Friday.

We take the privacy and security of your personal information very seriously. We deeply regret any concern or inconvenience this incident may cause and hope the information provided in this letter will be helpful to you.

Sincerely,



James J. Kenney
Corporate Compliance Officer

STEPS YOU CAN TAKE TO PROTECT YOUR INFORMATION

Review Your Account Statements. Carefully review your bank, credit card, and other account statements every month to ensure that all of your account activity is valid. Report any questionable charges promptly and in writing to the card or account issuer.

Check Your Credit Report. Check your credit report periodically to ensure that all your information is correct. You can obtain a free credit report once per year by visiting www.annualcreditreport.com or by calling 877-322-8228. Carefully reviewing your credit report can help you spot problems and address them quickly. If you have any questions about your credit report or notice any inaccuracies, contact the relevant consumer reporting agency promptly at the telephone number listed on the report.

Fraud Alert. Consider placing a fraud alert on your credit file. The fraud alert requests that creditors contact you before opening any new accounts or increasing credit limits on your existing accounts. You can place a fraud alert on your credit file by contacting one of three consumer reporting agencies listed below. You need to contact only one of the three agencies; the one you contact is required by law to contact the other two. You will receive confirmation letters in the mail and then will be able to order a credit report from each of the three agencies, free of charge. The fraud alert will remain in your credit file for at least 90 days.

Equifax
P.O. Box 740241
Atlanta, GA 30374
800-525-6285
www.equifax.com

Experian
P.O. Box 9532
Allen, TX 75013
888-397-3742
www.experian.com

TransUnion
P.O. Box 6790
Fullerton, CA 92834
800-680-7289
www.transunion.com

Security Freeze. You may wish to place a security freeze on your credit file. A security freeze prohibits a consumer reporting agency from releasing any information from a consumer's credit report without written authorization. Please be aware, however, that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit, mortgages, employment, housing or other services.

To place a security freeze on your credit report, you must send a written request to each of the three major consumer reporting agencies by regular, certified, or overnight mail at the addresses below:

Equifax Security Freeze
P.O. Box 105788
Atlanta, GA 30348

Experian Security Freeze
P.O. Box 9554
Allen, TX 75013

TransUnion Security Freeze
Fraud Victim Assistance
P. O. Box 6790
Fullerton, CA 92834

When requesting a security freeze, you will need to provide the following information: (1) your full name; (2) your Social Security number; (3) your date of birth; (4) if you have moved in the past two years, the addresses where you have lived during that period; (5) proof of your current address, such as a current utility or telephone bill; and (6) a legible copy of your government-issued identification card, such as a state driver's license, state ID card, or military ID card. If you have been a victim of identity theft, and you provide the consumer reporting agency with a valid police report, the consumer reporting agency cannot charge you to place, lift, or remove a security freeze. In all other cases, the consumer reporting agency may charge you up to \$5.00 each to place, temporarily lift, or permanently remove a security freeze. You will need to include payment by check, money order, or major credit card. Do not send cash through the mail.

The consumer reporting agencies have three business days after receiving your request to place a security freeze on your credit report. They also must send written confirmation to you within five business days and

provide you with a unique personal identification number (PIN) or password, or both, that you can use to authorize the removal or lifting of the security freeze.

To lift the security freeze in order to allow a specific entity or individual access to your credit report, you must call or send a written request to the consumer reporting agencies by mail and include proper identification (name, address, and Social Security number) and the PIN number or password provided to you when you placed the security freeze, as well as the identities of those entities or individuals you would like to receive your credit report or the specific period of time you want the credit report to be available. The consumer reporting agencies have three business days after receiving your request to lift the security freeze for those specific entities or individuals or for the specified period of time.

To remove the security freeze completely, you must send a written request to each of the three consumer reporting agencies by mail and include proper identification (name, address, and Social Security number) and the PIN number or password provided to you when you placed the security freeze. They have three business days after receiving your request to remove the security freeze.

Consult the Federal Trade Commission. For more guidance on steps you can take to protect your information, you also can contact the Federal Trade Commission at www.ftc.gov/idtheft, or at 877-ID-THEFT (877-438-4338), or at the Identity Theft Clearinghouse, Federal Trade Commission, 600 Pennsylvania Avenue NW, Washington, D.C. 20580.

STATE OF NH
DEPT OF JUSTICE
12 SEP -4 AM 11:37