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April 12, 2012

PRIVILEGED & CONFIDENTIAL

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

Re: Incident Notification

Dear Attorney General Delaney:

On January 27, 2012, our client, Memorial Healthcare System, first learned that an employee may have improperly accessed patient information. Memorial Healthcare System was subsequently notified by law enforcement of a second employee who also may have improperly accessed patient information with the intent to process fraudulent tax returns. Both employees have been terminated. Specifically, these former employees may have accessed patient names, dates of birth, and social security numbers during 2011 to early 2012. No medical records were taken.

We have been actively cooperating with law enforcement and in furtherance of their investigation have followed their instructions to delay any notification or public announcement of this incident so as to not impede their investigation. Once law enforcement confirmed that we could notify our patients, we notified patients as quickly as possible.

Because these individuals may have improperly accessed patient information, Memorial Healthcare System is notifying all individuals whose information may have been accessed and offering them one year of free professional identity theft protection services that monitor activity within the United States through First Watch ID.

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To prevent this from happening in the future, Memorial Healthcare System has continued to refine its privacy policies, to reinforce with all staff the importance of handling patient information, and to enhance many of our auditing controls by taking advantage of recent advances in best practice technology.

We are notifying approximately 1 New Hampshire resident. Notification is being sent to the resident in substantially the form attached hereto.

Sincerely,


Theodore J. Kobus III

Enclosure

Return mail will be processed by: IBC
P.O. Box 802
Fort Mill, SC 29716-0802
PO #5031
1 1 00000001 110029

Memorial Healthcare System

3329 Johnson Street, Hollywood Florida 33021

April 12, 2012

Dear

Memorial Healthcare System (MHS) is committed to maintaining the privacy and confidentiality of our patients' information. Regrettably, we are writing to inform you of an issue involving some of that information.

On January 27, 2012, MHS first learned that an employee may have improperly accessed patient information. MHS was subsequently notified by law enforcement of a second employee who also may have improperly accessed patient information with the intent to process fraudulent tax returns. Both employees have been terminated. Specifically, these former employees may have accessed your name, date of birth, and social security number during 2011 to early 2012. No medical records were taken.

We have been actively cooperating with law enforcement and in furtherance of their investigation have followed their instructions to delay any notification or public announcement of this incident so as to not impede their investigation. Once law enforcement confirmed that we could notify our patients, we wanted to notify you as quickly as possible.

Because your information may have been improperly accessed, we have arranged for you to be eligible to receive professional identity theft protection services that monitor activity within the United States for a full year period at no cost to you through First Watch ID, provided by First Watch Technologies, Inc. If you would like to enroll in this service, simply call **877-643-2062** from **9:00 AM to 7:00 PM (Eastern Time)** or go to <http://www.firstwatchid.com>.

Enter the appropriate information including your unique 12-digit verification code . You can sign up for this service anytime between now and July 11, 2012 using the verification code listed above. Please note that these services are available only if you actually enroll for them.

Once you have enrolled, you will receive one year of proactive identity theft protection services. First Watch ID will monitor relevant databases and records on your behalf to look for suspicious activity that could indicate the beginning steps of identity theft. If suspicious activity is found, First Watch will place a personal phone call to you (at the telephone number that you provide) to determine if the suspicious activity is fraudulent.

The First Watch ID service also includes up to \$25,000 of identity theft insurance with \$0 deductible, along with identity restoration coverage (certain limitations and exclusions may apply).

Even if you choose not to take advantage of this free identity theft protection service, we recommend that you remain vigilant to the possibility of fraud and identity theft by reviewing your credit report and credit card, bank, and other financial statements for any unauthorized activity. You may also obtain a copy of your credit report once every 12 months, free of charge, from each of the three nationwide credit reporting companies below. To order your annual free report please visit www.annualcreditreport.com or call toll free at 1-877-322-8228. Contact information for the three nationwide credit reporting companies is as follows:

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

Experian
1-888-397-3742
P.O. Box 2002
Allen, TX 75013
www.experian.com

TransUnion
1-800-888-4213
P.O. Box 1000
Chester, PA 19022
www.transunion.com

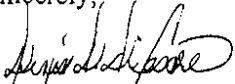
If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should immediately contact the Federal Trade Commission and/or the attorney general's office in your home state. Contact information for the Federal Trade Commission is as follows:

Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, DC 20580
www.ftc.gov
1-877-438-4338

You can obtain information from these sources about steps an individual can take to avoid identity theft as well as information about fraud alerts and security freezes. You should also contact your local law enforcement authorities and file a police report. Obtain a copy of the police report in case you are asked to provide copies to creditors to correct your records. We also recommend that you regularly review the explanation of benefits statements that you receive from your health insurer. If you identify services listed on your explanation of benefits that you did not receive, you should contact your insurance company immediately.

We want to assure you that we are taking this matter very seriously. Law enforcement is still involved and we are actively cooperating in their investigation. We deeply regret that this incident has occurred, and we have taken steps to help prevent such an incident from occurring in the future. We have continued to refine our privacy policies, to reinforce with all staff the importance of handling patient information, and to enhance many of our auditing controls by taking advantage of recent advances in best practice technology. If you have any questions, please call 877-643-2062 from 9:00 AM to 7:00 PM (Eastern Time).

Sincerely,



Denise D. DiCesare
Privacy Officer
Memorial Healthcare System