

**MARSHALL, DENNEHEY, WARNER, COLEMAN & GOGGIN**

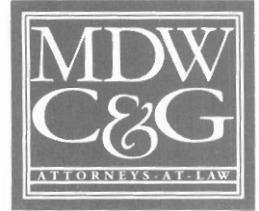
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January 28, 2011

**VIA OVERNIGHT MAIL**

Office of the Attorney General  
33 Capitol Street  
Concord, NH 03301  
Attention: Attorney General Delaney

Re: Texas Children's Hospital Incident Notification

Dear Attorney General Delaney:

We are submitting this notification on behalf of our client, Texas Children's Hospital (TCH).

On December 29, 2010, the Harris County District Attorney's Office informed TCH that its accounts payable (AP) system had been subject to a possible security breach. As a result, the names and social security numbers of some of TCH's employees and vendors, who were issued one or more checks from TCH's AP system between 1999 and 2011, may have been accessed by an unauthorized third party. TCH has learned from the District Attorney's office of instances where this information may have been used to open utility accounts. This incident did not affect all of TCH's employees or vendors and it did not affect TCH's patient or payroll databases.

As a precautionary measure, TCH is notifying all potentially affected individuals of this incident and offering them two years of credit monitoring through Experian. There are 4 New Hampshire residents potentially affected by this incident. Notification is being sent to those affected residents in the form attached hereto.

TCH takes this matter extremely seriously and will continue to work with law enforcement agencies until this is solved. Additionally, TCH is conducting a comprehensive internal review of its systems and procedures and it has enlisted the assistance of an independent consulting firm with extensive expertise in this area. TCH will continue to take the necessary and appropriate steps to further secure all personal information in order to help avoid any future incidents.

Very truly yours,

Eric A. Packel

Enclosure



Texas Children's Hospital  
6621 Fannin Street  
Houston, Texas 77030

January 28, 2011



Dear [REDACTED]

The privacy and confidentiality of all of the personal information we maintain is a top priority to Texas Children's Hospital (TCH). Regrettably, we are writing to you about an incident related to that information.

Our records indicate that you were issued one or more checks from TCH's accounts payable (AP) system between 1999 and 2011, related to payment for services you rendered to TCH and/or reimbursement of expenses. Recently, we confirmed with the Harris County District Attorney's Office that they believe information contained within our AP system, including your name and social security number, may have been inappropriately accessed. We have learned from the District Attorney's office of instances where this information may have been used to open electricity accounts. At this time, TCH has not been able to definitively conclude that your information was in fact accessed or used. However, as a precaution we wanted to notify you of this incident and assure you that we are diligently investigating it. This possible data incident did not affect our patient or payroll databases.

We deeply regret that this occurred. To assist you with the situation, we are providing you with a complimentary two-year membership in Triple Advantage® from ConsumerInfo.com, Inc., an Experian® company. This powerful tool will help you identify potentially fraudulent use of your information and provide you with immediate assistance from a dedicated team of fraud resolution representatives. Triple Advantage is completely free to you and enrolling in this program will not in any way affect your credit score. Unfortunately, due to privacy laws, we are not able to enroll you directly. **For more information on Triple Advantage and instructions on how to activate your complimentary two-year membership, please see page 2 of this letter.**

We assure you that we are taking this matter extremely seriously and we will continue to work with law enforcement agencies until this is resolved. In addition, we are conducting a comprehensive internal review of our systems and procedures and we have enlisted the assistance of an independent consulting firm with extensive expertise in this area. If you have questions about this incident, we have established a dedicated call center that can be reached by calling [REDACTED] reference number [REDACTED] between the hours of 7 a.m. and 5 p.m. CST. We are committed to assisting you and keeping you informed.

Sincerely,

A handwritten signature in black ink, appearing to read "Lance A. Lightfoot".

Lance A. Lightfoot  
Vice President  
Privacy Officer



**TRIPLE ADVANTAGE ENROLLMENT INFORMATION:**

To activate your complimentary two year membership in Triple Advantage from Experian, visit the website listed below and enter your individual activation code. If you prefer, you can enroll on the phone by speaking with Experian Customer Care representatives toll-free at [REDACTED]

Triple Advantage Web Site: [REDACTED]  
Your Activation Code: [REDACTED]  
You Must Enroll By: April 30, 2011

As soon as you enroll in your complimentary Triple Advantage membership, Experian will begin to monitor your credit reports from Experian, Equifax® and TransUnion® on a daily basis and notify you of key changes. This powerful tool will help you identify potentially fraudulent use of your information, and provide you with immediate assistance from a dedicated team of fraud resolution representatives should you ever need help.

**Your complimentary two year Triple Advantage membership includes:**

- ◆ A free copy of your Experian, Equifax and TransUnion credit reports
- ◆ Daily monitoring and timely alerts of any key changes to your credit reports including notification on new inquiries, newly opened accounts, delinquencies, public records or address changes
- ◆ Unlimited, on-demand access to your Experian credit report and PlusScore<sup>SM</sup> for the duration of your membership
- ◆ Toll-free access to a dedicated team of fraud resolution representatives who will help you investigate each incident, contact credit grantors to dispute charges, close accounts if need be and compile documents and contact all relevant government agencies
- ◆ \$25,000 in identity theft insurance coverage (\$10,000 for New York state residents) with zero deductible provided by Virginia Surety Company, Inc. for certain identity theft expenses\*

You have ninety (90) days to activate this membership which will then continue for two years.

Once your enrollment in Triple Advantage is complete, you should carefully review your credit reports for inaccurate or suspicious items. If you have questions about Triple Advantage, 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 at [REDACTED]

\* Insurance coverage is not available in US overseas Commonwealth or Territories (i.e. Puerto Rico).