




Return Mail Processing Center
PO Box 6336
Portland, OR 97228-6336


To the Parent or Guardian of:
<<First Name>><<Last Name>>
<<Address1>>
<<Address2>>
<<City>><<State>><<Zip>>

<<Date>>

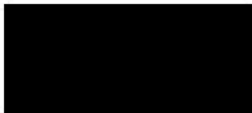
To the Parent or Guardian of <<First Name>><<Last Name>>:

We are writing to inform you of a data security incident at Rainbow Children's Clinic that may have resulted in the potential disclosure of personal information for patients, parents and payment guarantors. We take the security of all patient and guarantor information very seriously, and sincerely apologize for any inconvenience this incident may cause. This letter contains information about steps you can take to protect your child, any payment guarantor, and yourself, and resources we are making available to help.

On August 3, 2016, Rainbow Children's Clinic was the victim of a hacker who accessed our computer system and then launched a ransomware attack that began encrypting data stored on our servers. Our computer system was shut down immediately to prevent loss of patient information, and we immediately began an investigation. We retained an independent computer forensic expert to assist us, and through our investigation, we have discovered that some patient records have been irretrievably deleted. The records that have potentially been impacted may include your child's name, address, date of birth, Social Security number, and medical information. In addition, those records may also include personal information regarding your child's payment guarantor, including the guarantor's name, address, Social Security number, and medical payment information.

While we are not aware of the misuse of any information potentially involved in this incident, we are notifying you out of an abundance of caution. Also, to help relieve concerns and restore confidence following this incident, we have made arrangements with Equifax Person Solutions to help protect your personal information and that of your child or any other personal guarantor, at no cost to you. Please use the following enrollment codes and the enclosed instructions to enroll for the services we are providing.

Your Child's Activation Code:
Activation Codes for Parents, Guardians, or
Guarantors:



If you have questions or concerns regarding this data security event, please call 1-844-607-1700, Monday through Friday, 8:00 a.m. to 8:00 p.m. Central Time.

We take the security of all information in our systems very seriously and we have taken steps to prevent a similar event from occurring in the future, including improving our network security, updating our system back ups, and retraining our employees regarding suspicious emails and patient privacy and security.

If your child has a pending referral, result of laboratory, radiology or other studies, or any other issues that require our attention, please call our clinic immediately. We also ask you to bring immunization and other medical records to the clinic that may assist us in updating your child's medical information.

We remain committed to providing the best possible service to our patients, and as part of that commitment we would like to inform you about changes to our clinic locations. Effective October 1, 2016, we will be moving all patients from our location at 2985 South Highway 360, Suite 140, Grand Prairie, Texas 75052 (360 and Mayfield) to our newest location at 1915 East Mayfield Road, Suite 115, Arlington, Texas 76014; (682) 276-6700 (Mayfield and New York). Please call your insurance company to change to our new address before your child's next appointment. Effective November 2016, our clinic at 929 Pioneer Parkway, Suite A, Grand Prairie, Texas 75051 will be moving to a nicer and bigger location at 2985 South Highway 360, Suite 140, Grand Prairie, Texas 75052. Please check with our office for updates before your child's next appointment. The telephone number is 972-641-3364 or 972-602-1166. In addition, we have closed our clinic at 2301 North Collins in Arlington and since November of 2015, we have been seeing patients at 1900 Ballpark Way, Suite 106, Arlington, Texas 76006; (817) 704-7339.

We sincerely regret any inconvenience or concern that this matter may cause you, and remain dedicated to protecting your child's information. Please do not hesitate to call please call 1-844-607-1700, Monday through Friday, 8:00 a.m. to 8:00 p.m. Central Time if you have questions about this event.

Sincerely,

Rainbow Children's Clinic

EQUIFAX ENROLLMENT INSTRUCTIONS

Parent or Guarantor Enrollment in Equifax Credit Watch™ Silver

Equifax Credit Watch will provide parents or guarantors with an “early warning system” to changes to your credit file and help you to understand the content of your Equifax credit file. The key features and benefits are listed below.

- Comprehensive credit file monitoring of your Equifax credit report with daily notification of key changes to your credit file.
- Wireless alerts and customizable alerts available
- One copy of your Equifax Credit Report™
- \$25,000 in identity theft insurance with \$0 deductible, at no additional cost to you †
- 24 by 7 live agent Customer Service to assist you in understanding the content of your Equifax credit information, to provide personalized identity theft victim assistance and in initiating an investigation of inaccurate information.
- 90 day Fraud Alert placement with automatic renewal functionality *

How to Enroll:

To sign up online for **online delivery** go to www.myservices.equifax.com/silver

1. **Welcome Page:** Enter a Parent Activation Code provided in this letter in the “Activation Code” box and click the “Submit” button.
2. **Register:** Complete the form with your contact information (name, gender, home address, date of birth, Social Security Number and telephone number) and click the “Continue” button.
3. **Create Account:** Complete the form with your email address, create a User Name and Password, check the box to accept the Terms of Use and click the “Continue” button.
4. **Verify ID:** The system will then ask you up to four security questions to verify your identity. Please answer the questions and click the “Submit Order” button.
5. **Order Confirmation:** This page shows you your completed enrollment. Please click the “View My Product” button to access the product features.

Enroll in Equifax Child Identity Monitoring

Equifax Child Identity Monitoring will scan the Equifax credit database for any instances of the minor's social security number and look for a copy of the minor's credit file.

- If no SSN match is found and no credit file exists, Equifax will create a credit file in the minor's name and immediately “lock” the credit file. This will prevent access to the minor's information in the future. If someone attempts to use your minor's information to open credit, you will receive an email alert.
- If there is a match and a credit file exists, Equifax will immediately “lock” the file, initiate an investigation into the use of that file and alert you to new attempts to use your minor's information.

Instructions for Parents or Guardians to Enroll your Child:

Parents or guardians – if you have not ordered from Equifax in the past, you will need to create an account with us. Please follow the instructions below. If you have questions for Equifax, you may call the phone number listed in the Equifax Member Center or in the Equifax email communication.

To sign up your child please visit www.myservices.equifax.com/minor

1. If you are a parent/guardian who already has an Equifax account, please login using the username and password you created when enrolling in your product.
2. If you are a parent/guardian who does not have an Equifax account, below the login screen, you will see text that reads “Don't have an Equifax account? Please click here to create an account.” Please click to create your account, and then enter in the **parent/guardian** information on the screens that follow in order to create an account.
3. Select the button for “\$29.95 for 12 months”.
4. Enter the Child's Activation Code in this letter to order the minor product and click “apply code.” This will zero out the price of the product. **Do not enter credit card information.**
5. Check the box to agree to the Terms of Use.
6. Next, click the “Continue” button.
7. You will be prompted to answer certain authentication questions to validate your identity.
8. Please review the order and click the “Submit” button.
9. You will then see the Order Confirmation. Please note that since you did not enter credit card information you **WILL NOT** be billed after the 12 months.
10. Click “View my Product” which will take you to your Member Center.
11. Click the orange button “Enroll Child” to enter your child's information (child's name, Date of Birth and Social Security Number). Note: if you enter the child's SSN incorrectly, you will need to remove the minor by going to your Member Center and clicking on “My Account” to remove the minor from monitoring the account. You may then re-enroll the minor with the correct SSN.
12. Check the box confirming you are the child's parent or guardian.
13. Click “Submit” to enroll your child.
14. If you are enrolling multiple minors, please log out, then repeat the above process to add another minor.

Additional Important Information

For residents of Hawaii, Michigan, Missouri, Virginia, Vermont, and North Carolina: 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 Illinois, Iowa, Maryland, Missouri, North Carolina, Oregon, 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 105139
Atlanta, GA 30374
1-800-685-1111
www.equifax.com

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

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

You may also obtain a free copy of your credit report online at www.annualcreditreport.com, by calling toll-free 1-877-322-8228, or by mailing an Annual Credit Report Request Form (available at www.annualcreditreport.com) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281.

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, Illinois, and North Carolina:
You can obtain information from the Maryland and North Carolina Offices of the Attorneys General and the Federal Trade Commission about fraud alerts, security freezes, and 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 all states:
Fraud Alerts: You can place fraud alerts with the three credit bureaus at one of the three major credit bureaus by phone and also via Experian's or Equifax's website. A fraud alert tells creditors to follow certain procedures, including contacting you, before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit. The contact information for all three credit bureaus is below:

Monitoring: You should always remain vigilant and monitor your accounts for suspicious or unusual activity.
Security Freeze: 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 make a request to each consumer reporting agency. You may make that request by certified mail, overnight mail, or regular stamped mail, or by following the instructions found at the websites listed below. 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 small fee to place, life, or remove a freeze, but is 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, GA 30348
www.equifax.com/help/credit-freeze/en_cp

Experian Security Freeze
P.O. Box 9554
Allen, TX 75013
www.experian.com/freeze

TransUnion (FVAD)
P.O. Box 2000
Chester, PA 19022
www.transunion.com

More information can also be obtained by contacting the Federal Trade Commission listed above.