



FirstName LastName

Address 1

Address 2

City, State ZIP

Dear <FirstName>:

As you know, in late February UPMC learned that some of its employees were targeted by a fraudulent tax return scheme. We have since determined that the source of information used to commit this crime was obtained through unauthorized access that allowed some personal employee information to be exposed. Since first indication, we have been working with the Internal Revenue Service, the Federal Bureau of Investigation, the Secret Service, and information technology sources to determine the cause and scope of the breach, to prevent any further unauthorized access, and to track down the perpetrators of this serious crime.

Unfortunately, we have determined that your information was among the data that was accessed.

What does this mean, what should you do, and what resources are available to you?

Your personal information, including your name, address, and Social Security number, has been exposed. You should take these steps immediately, if you haven't already done so:

- If you have not already filed your 2013 taxes, call the IRS at 1-800-908-4490. They will check to ensure that your taxes have not been wrongly filed. You will also need to complete Form 14039 that tells the IRS you believe you may be a victim of tax fraud. This will prevent fraudulent filing in the future.
- Enroll in LifeLock® personal identity theft protection services. UPMC has arranged to provide this service free of charge for one year for employees who enroll by April 28, 2014. See the enclosed information about how to enroll in this service.
- Contact your bank to let them know you may have been a victim of fraud.
- Contact your credit card companies to let them know you may have been a victim of fraud.
- Contact **one of** the credit bureaus: Equifax, 1-800-525-6285; Experian, 1-888-397-3742; TransUnion, 1-800-680-7289.
- Contact the Federal Trade Commission at www.consumer.ftc.gov. They will share information with the others.
- Contact LifeSolutions for additional help at 1-800-647-3327.

We have compiled additional information and resources and enclosed them in this mailing. You can also find help and resources on Infonet's Identity Theft site (infonet.upmc.com/IdentityTheft), and we will continue to staff our toll-free hotline (1-855-306-8274) to answer what questions we can. You also can contact me at JohnHouston@upmc.edu.

We take this crime very seriously. UPMC alerted authorities immediately after we discovered and confirmed unauthorized access, and we are putting our full resources behind efforts to investigate and secure our systems. We recognize a situation like this creates stress and anxiety about the safety of your personal information, and we want to provide you with all the tools and resources we can to help you deal with this all-too-common crime.

Sincerely,

A handwritten signature in black ink, appearing to read "John P. Houston".

John P. Houston, Esq.

Vice President, Privacy and Information Security & Associate Counsel

Enclosure