

NOTICE OF DATA PRIVACY EVENT

United Methodist Homes recently discovered an incident that may affect the security of personal information of certain current and former residents. We take this incident very seriously and the confidentiality, privacy, and security of our information is one of our highest priorities.

What Happened? On July 13, 2018, we discovered that an employee emailed a spreadsheet to his personal email address with information relating to current and former residents of Elizabeth Church and Hilltop campuses. We spoke to the employee and observed him permanently delete the email from his personal email account. The employee is no longer employed by United Methodist Homes. The information that was included within the email is the name and internal medical identification number of current and former residents. It also includes the names, addresses and phone numbers for the residents' contact person(s) on file as well as their relationship with the contact person. Social Security numbers and medical/clinical information were **not** included in the email.

Please note, United Methodist Homes is not aware of any actual or attempted misuse of this information.

United Methodist Homes mailed notice letters to the affected individuals or their next of kin on August 31, 2018.

What is United Methodist Homes doing in response to this incident? The confidentiality, privacy, and security of our information is one of our highest priorities. United Methodist Homes has stringent security measures in place to protect the security of information in our possession. In addition, as part of our ongoing commitment to the security of personal information in our care, we are working to provide additional mandatory training to our employees on safeguarding the privacy and security of information on our systems. In addition, United Methodist Homes is providing 12 months of complimentary credit monitoring to impacted individuals, and information to the next of kin for deceased individuals on how to ensure that their credit files are closed.

What should I do in response to this incident? United Methodist Homes encourages you to remain vigilant against incidents of identity theft and fraud. You should review your account statements or your loved ones' account statements for suspicious activity. If you see any unauthorized charges, promptly contact the bank or credit card company. We also recommend reviewing your credit report for inquiries from companies that you have not contacted, accounts you did not open and debts on your accounts that you cannot explain.

What can I do to protect my information?

Monitor Your Accounts.

Credit Reports. United Methodist Homes encourages potentially impacted individuals to remain vigilant against incidents of identity theft and fraud, to review account statements, and to monitor their credit reports and explanation of benefits forms for suspicious activity. Under U.S. law, you are entitled to one free credit report annually from each of the three major credit reporting

bureaus. To order your free credit report, visit www.annualcreditreport.com or call, toll-free, 1-877-322-8228. You may also contact the three major credit bureaus directly to request a free copy of your credit report.

Fraud Alerts. At no charge, you can also have these credit bureaus place a “fraud alert” on your file that alerts creditors to take additional steps to verify your identity prior to granting credit in your name. Note, however, that because it tells creditors to follow certain procedures to protect you, it may also delay your ability to obtain credit while the agency verifies your identity. As soon as one credit bureau confirms your fraud alert, the others are notified to place fraud alerts on your file. Should you wish to place a fraud alert, or should you have any questions regarding your credit report, please contact any one of the agencies listed below.

Equifax
P.O. Box 105069
Atlanta, GA 30348
1-800-525-6285
www.equifax.com

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

TransUnion
P.O. Box 2000
Chester, PA 19016
1-800-680-7289
www.transunion.com

Security Freeze. You may also place a security freeze on your credit reports. A security freeze prohibits a credit bureau from releasing any information from a consumer’s credit report without the consumer’s written authorization. However, please be advised 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. If you have been a victim of identity theft and you provide the credit bureau with a valid police report, it cannot charge you to place, lift, or remove a security freeze. In all other cases, a credit bureau may charge you a fee to place, temporarily lift, or permanently remove a security freeze. Fees vary based on where you live, but commonly range from \$3 to \$15. You will need to place a security freeze separately with each of the three major credit bureaus listed above if you wish to place a freeze on all of your credit files. In order to request a security freeze, you will need to supply your full name, address, date of birth, Social Security number, current address, all addresses for up to five previous years, email address, a copy of your state identification card or driver’s license, and a copy of a utility bill, bank or insurance statement, or other statement proving residence. To find out more on how to place a security freeze, you can use the following contact information:

Equifax Security Freeze
P.O. Box 105788
Atlanta, GA 30348
1-800-685-1111
<https://www.freeze.equifax.com>

Experian Security Freeze
P.O. Box 9554
Allen, TX 75013
1-888-397-3742
www.experian.com/freeze/

TransUnion
P.O. Box 2000
Chester, PA 19016
1-888-909-8872
www.transunion.com/

Additional Information.

Instances of known or suspected identity theft should be reported to law enforcement and the Federal Trade Commission. **The Federal Trade Commission** can be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580; www.identitytheft.gov; 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261. The Federal Trade Commission encourages those who discover that their information has been misused to file a complaint with them.