



OFFICE OF THE ATTORNEY GENERAL

2016 MAY -9 P 6:34

May 4, 2016

Office of the Attorney General
Attn: Security Breach Notification
200 St. Paul Place
Baltimore, MD 21202

To Whom It May Concern:

We are writing to notify you of a possible breach of security involving 2 Maryland residents.

On April 22, 2016, an employee of Symphony Health Solutions Corporation ("SHS") received a targeted fraudulent email requesting copies of W-2 forms for certain current and former personnel of SHS. The employee responded with PDF attachments of W-2s of approximately 365 individuals, of which 2 are residents of Maryland. The following personal information was involved in the incident: names, addresses, wages, and social security numbers.

The 2 affected Maryland residents will be sent notices shortly via U.S. mail. A copy of the notice that will be sent to such individuals is included with this letter.

We have contacted the Federal Bureau of Investigation and the local Phoenix police to inform them of the incident. We are also offering all those that may have been affected complimentary identity theft protection. In addition, we have revisited our internal processes and are in the process of reinforcing our personal information security practices and training for those at the company with access to employee-related personally identifiable information to prevent such incidents in the future.

For more information, please contact Jeff Cottle at 215-444-8797 or jeff.cottle@symphonyhealth.com.

Sincerely,

Jeffrey N Cottle
Chief People Officer



May 4, 2016

<<John Doe
1234 First Street
Anywhere, MD 22154>>

Dear [Name],

We are contacting you to let you know that Symphony Health Solutions Corporation ("Symphony") has fallen victim to an email phishing scam. This scam resulted in one of our employees unknowingly releasing your personal information to someone outside the company on April 22, 2016. Specifically this stolen information contained copies of your 2015 W-2 form, which includes your name, home address and social security number.

We feel it is important to be vigilant in protecting your personal information and we are committed to providing you with tools to protect yourself from the possibility of identity theft. Therefore, we are offering you a complimentary 24-month identity theft protection service as described below:

COMPLIMENTARY SERVICE OFFER: At the expense of Symphony, we would like to offer you a free two-year membership of Experian's ProtectMyID[®] Elite. This product helps detect possible misuse of your personal information and provides you with superior identity protection support focused on immediate identification and resolution of identity theft.

Activate ProtectMyID Now in Three Easy Steps

1. ENSURE That You Enroll By: July 31, 2016 (your code will not work after this date).
2. VISIT the ProtectMyID Web Site to enroll: <http://www.protectmyid.com/enroll>
3. PROVIDE Your Activation Code: [code]

If you have questions with respect to ProtectMyID or need an alternative to enrolling online, please call 877-441-6943 and provide engagement #: PC101258.

ADDITIONAL DETAILS REGARDING YOUR 24 MONTH PROTECTMYID MEMBERSHIP

A credit card is not required for enrollment.

Once your ProtectMyID membership is activated, you will receive the following features:

- **Free copy of your Experian credit report**
- **Surveillance Alerts for:**
 - **Daily 3 Bureau Credit Monitoring:** Alerts of key changes & suspicious activity found on your Experian, Equifax[®], and TransUnion[®] credit reports.

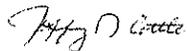
Please note, if you plan on signing up for the complimentary service outlined above we recommend that you don't place a fraud alert or credit freeze until after enrollment because it can delay the receipt of your membership materials.

We recommend that you also take these additional precautions:

- Remain vigilant by reviewing account statements and credit reports and report any suspicious activity to your financial institution immediately.
- Place password protection on all your accounts.
- Contact the Federal Trade Commission at 1-877-ID-THEFT, the Internal Revenue Service at 800-908-4490, the Maryland Attorney General at (410) 576-6491 and local law enforcement, who can provide additional information on preventing identity theft. The Federal Trade Commission and Maryland Attorney General also maintain identity theft prevention related websites at: <https://www.consumer.ftc.gov/topics/identity-theft> and <https://www.oag.state.md.us/idtheft/>, respectively.

We have notified local Phoenix police as well as the FBI about this cybercrime incident and we are fully cooperating with their investigations. In addition, we have revisited our internal processes and are in the process of reinforcing our personal information security practices and training for those at the company with access to employee-related personally identifiable information.

We sincerely apologize for this incident, regret any inconvenience it may cause you and encourage you to take advantage of the identity theft protection services being paid for by Symphony. For more information, please contact Jeff Cottle at 215-444-8797 or jeff.cottle@symphonyhealth.com.



Jeffrey N Cottle
Chief People Officer