



DEPARTMENT OF VETERANS AFFAIRS

Clement J. Zablocki VA Medical Center
5000 W. National Avenue
Milwaukee, WI 53295

August 29, 2016

In Reply Refer To: 136E-Privacy



Dear [REDACTED],

I am writing to you as the Director of the Clement J. Zablocki VA Medical Center. On August 22, 2016, we were notified by one of our facility's academic affiliates that one of their administrators was the subject of an email breach. The administrator has joint responsibilities with our medical center's Residency Program. As a result of the breach of security, identifiable health information of some of the Veterans in our care was made temporarily made accessible to an unknown attacker. The information at risk included your full name, and potentially your date of birth, full Social Security Number, and your identity as a named party in a legal or healthcare operations review.

Though the affiliate's email system has previously been deemed secure by federal standards for using and communicating VA's Sensitive Information with the system, the breach of the administrator's email was caused by the administrator's improper account management. Upon the affiliate's detection of suspicious emails sent from the administrator's account, the affiliate immediately recognized and repaired the breach to prevent further abuse of our Veterans' information in their custody. The responsible administrator's management team has been alerted so they may take appropriate personnel action.

While there is no indication at this time that your information was targeted or will be misused, we are notifying you so that you may choose to take appropriate steps, including those discussed below, to protect yourself against identity theft or other financial harm. Additional information about the various precautions is available by calling the Federal Trade Commission (FTC) at its toll free number, 1-877-438-4338, or by visiting its website, <http://www.consumer.ftc.gov/features/feature-0014-identity-theft>.

1. **Free Annual Credit Report.** Under the Fair Credit Reporting Act, you have the right to access your credit report for free every 12 months from each of the three (3) national credit reporting companies. You may request the report online at www.annualcreditreport.com, by calling 877-322-8228, or by mailing your request to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281. More information about the free annual credit report is available from the FTC at <http://www.consumer.ftc.gov/articles/0155-free-credit-reports>.

2. **Free Credit Monitoring.** Securing your personal information is important to us. As a precautionary measure to safeguard your information from potential misuse, we have partnered with Experian to provide its ProtectMyID® identity theft protection product for one (1) year at no charge to you. A description of this product is provided in the attached material, which also contains instructions about how to enroll and your personal activation code. If you choose to take advantage of this program, it will not hurt your credit score.

NOTE: This offer is limited to Experian's ProtectMyID product obtained using the personal activation code included in the attachment. Any services obtained from Experian through other means or from other companies may be subject to fees not reimbursable by VA.

3. **Fraud Alert.** A fraud alert is a consumer statement added to your credit report that alerts potential creditors of possible fraudulent activity in your credit file and requests that they contact you or take other reasonable steps to verify your identity before issuing credit in your name. Please be advised that while this process is intended to prevent someone from establishing accounts in your name without your consent, it could also delay the process when you seek to obtain credit.

To place a fraud alert on your credit file, contact any of the credit reporting companies listed below.

Equifax
Consumer Fraud Division
P.O. Box 740256
Atlanta, GA 30374
877-478-7625

Experian
P.O. Box 9554
Allen, TX 75013
888-397-3742

TransUnion
Fraud Victim Assistance Division
P.O. Box 6790
Fullerton, CA 92834
800-680-7289

It is not necessary to contact all three, since once a fraud alert has been placed with any one of these companies, it will notify the other two credit reporting companies on your behalf.

Honoring and serving America's Veterans is our utmost priority, and we apologize for any inconvenience or concern. We at VA take information security very seriously and will continue to work to ensure that appropriate safeguards are in place to protect your information.

If you have specific questions concerning this letter, please contact Shanon Cousland, the Privacy Officer of the Zablocki VA Medical Center by calling (414) 384-2000, ext 41095 or ext 42140, or by writing to:

Zablocki VA Medical Center
Attn: Privacy Officer
5000 W. National Avenue
Milwaukee, WI 53295

Sincerely,

A handwritten signature in black ink, appearing to read "Daniel S. Zomchek". The signature is fluid and cursive, with a large initial "D" and "Z".

DANIEL S. ZOMCHEK, Ph.D., FACHE

Medical Center Director

Attachments: Enrollment Instructions

Enrollment Instructions

There are two ways to activate your complimentary one-year membership in Triple Advantage from Experian.

1. **Online.** To activate your membership online, visit the website listed below and enter your individual activation code.

Triple Advantage Web Site: <http://partner.experiandirect.com/premium>

Your Activation Code: [REDACTED]

2. **By Phone.** To activate your membership by phone, call the toll-free number 866-252-0121 and provide your engagement number and activation code:

Engagement Number: PC101025

Your Activation Code: [REDACTED]

You Must Enroll By: March 31, 2017. Your code will not work after this date. If you have questions or need assistance, please call 866-252-0121 and provide the engagement number: **PC101025**.

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 12-month 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—so you know when there is any activity that you should be made aware of, such as notification on new inquiries, newly opened accounts, delinquencies, public records, or address changes
- Unlimited, on-demand access to your Experian credit report and PlusScoreSM 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 with zero deductible provided by American International Group, Inc., for certain identity theft expenses*

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 (866) 252-0121.

*Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of American International Group, Inc. The description herein is a summary and intended for informational purposes only and does not include all terms, conditions, and exclusions of the policies described. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.