

1600 Hayes Street, Suite 300
Nashville, TN 37203
615 234 5261
615 321 2456 Fax



January 25, 2008

Martha Coakley, Attorney General
Office of the Attorney General
One Ashburton Place
Boston, MA 02108

Dear Attorney General Coakley:

We are writing to inform you of a data breach affecting three of your residents. DCI Donor Services, Inc. ("DCIDS") is a non-profit corporation that facilitates organ recovery across the United States for the purpose of providing life and hope to others.

At the end of 2007, a laptop was stolen from a student intern's home containing the Social Security numbers of donor recipients who reside in your state. Fortunately, their medical histories and contact information (including addresses and phone numbers) were **not** contained on the laptop. Since then, DCIDS has been working with transplant centers in your state to contact the recipients. Although we believe the likelihood is low that this information will be misused, we are notifying you out of an abundance of caution.

As a courtesy to your residents, we will be offering complimentary fraud monitoring services for one year. Attached you will find a copy of the notice letter that we have drafted and plan to send to affected individuals in your state.

DCIDS is working with local law enforcement to locate and prosecute the perpetrator, and we have recently learned that a person of interest in this case has been identified. DCIDS takes this matter very seriously and is doing everything within its power to avoid similar incidents in the future.

Should you have any questions, I am happy to address them.

Sincerely,

A handwritten signature in black ink, appearing to read "S. Roberts", written over a horizontal line.

Stephen V. Roberts
In-House Counsel & Compliance Officer for
DCI Donor Services, Inc.

Enclosure

A Non-Profit Corporation
Tennessee Donor Services
Golden State Donor Services
New Mexico Donor Services
Sierra Eye & Tissue Donor Services
Mountain Region Donor Services
Full Circle Donor

1600 Hayes Street, Suite 300
Nashville, TN 37203
615 234 5261
615 321 2456 Fax



[DATE]

Mr./Mrs. _____
[ADDRESS]

Dear Mr./Mrs. _____:

DCI Donor Services, Inc. is an affiliation of organ procurement organizations across the United States that are dedicated to facilitating organ donation for transplantation. Through Tennessee Donor Services, we were part of the process that enabled you to receive your organ(s).

The purpose of this letter is to inform you of a possible security breach involving your Social Security number. Personal information belonging to you was contained on a laptop that was stolen from the home of one of our student interns. The information contained on the laptop was limited to your name, your social security number and some lab values from medical testing that would not be comprehensible or useful to a lay person. The laptop did **not** contain any of your medical history or diagnosis nor did it contain your contact information; neither your address nor phone number was contained on the laptop.

We deeply regret this incident, and we are working closely with law enforcement to recover the laptop. A person of interest has been identified in the investigation.

Immediately following the incident, we reinforced with all of our employees company policy on maintaining the confidentiality of such information. We have reviewed our security measures and privacy policies to ensure that incidents such as these are avoided in the future.

The following consumer reporting agencies have been notified of this loss:

- Equifax 800-525-6285 or 800-685-1111, www.equifax.com
- Experian 888-397-3742, www.experian.com
- TransUnion 800-680-7289 or 800-888-4213, www.transunion.com

We also strongly urge you to notify any other agency of this loss of your personal information as you deem necessary. To learn more about steps you can take to avoid identity theft, you may contact your state Attorney General's office or the Federal Trade Commission at www.ftc.gov or toll-free at 1-877-ID-THEFT.

We do not have any evidence that your information has been misused, and we believe that the likelihood of such misuse is low. However, because your information may have been exposed, we have arranged for a credit monitoring product at no cost to you. We have partnered with ConsumerInfo.com, an Experian[®] company, to provide you with a full year of credit monitoring. This credit monitoring membership will enable you to identify possible fraudulent use of your information. Your credit monitoring product, Triple AlertSM, will identify and notify you of key changes that may be a sign of identity theft.

Your complimentary membership includes:

- Monitoring of all three of your national credit reports every day
- Email alerts to inform you if key changes to your credit report are identified
- Monthly all clear notifications
- Access to Fraud Resolution Representatives
- Informative credit related articles
- Toll-free access to Customer Care 7 days a week
- \$10,000 in Identity Theft Insurance provided by Virginia Surety Company, with no policy deductible (unfortunately, New York law prohibits us from offering insurance coverage to New York state residents).

You have until July 21, 2008 to activate this membership, which will then continue for 12 full months. To redeem your Triple AlertSM membership please visit **[insert URL]** and enter the code provided below. You will be instructed on how to initiate your online membership.

Your Credit Monitoring Activation Code: **[insert activation code]**

If you should have any additional questions about this incident, please contact our Compliance Officer at 1-866-556-4859.

Sincerely,

Jill Maxfield
Executive Director
DCI Donor Services, Inc.