



Compliance Team QUEST
1627 Cole Boulevard, Bldg. 18
Lakewood, CO 80401
Tel: 303-626-6000 | Fax: 303-626-6323
www.davita.com

August 25, 2009

CERTIFIED MAIL – RETURN RECEIPT REQUESTED

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

Dear Sir/Madam:


The purpose of this letter is to notify the Office of Attorney General that Renal Treatment Centers – Southeast, LP (“Company”) recently discovered that it sustained a loss of personal information of approximately 3 Massachusetts residents (“Residents”).

On or about July 30, 2009, the Company’s legal department confirmed that social security numbers may have been part of the personal information included in the loss. The Residents are potential, current or former patients of the Company. The loss occurred when a DaVita facility in Dallas suffered a burglary resulting in the theft of multiple desktop computers, which are password protected. The Company is an affiliate of DaVita Inc.

We have contacted local law enforcement authorities to report the theft, and are now in the process of contacting relevant state authorities, including your agency as per state law requirements. We also prepared notifications to all affected individuals of the data loss. Notifications to Residents were sent on August 21, 2009. (See attached.)

Please contact me if you have any questions regarding this matter.

Sincerely,



Saliha K. Greff
Compliance Counsel
DaVita Inc.
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Enc.



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August 21, 2009

First Last
Address
City, MA Zip

Dear _____:

As a precaution we are writing to inform you of a recent incident which may have resulted in the unauthorized acquisition of your personal information. Recently, a DaVita facility suffered a burglary resulting in the theft of multiple desktop computers. Although the computers were password protected, the hard drives likely contained, along with numerous other non-related documents, documents involving insurance filings for dialysis services or your treatment at DaVita. The documents may have contained your name, social security number, medical insurance coverage information, and/or other personal and health related information. DaVita has no reason to believe that misuse of your personal information has occurred or is likely to occur as a result of the theft.

The theft was promptly reported to the proper legal authorities. While law enforcement officials estimate that over two million computers are stolen annually for resale, we suggest you take all necessary proactive steps to protect against the possibility of identity theft. Such precautions include placing a fraud alert on your credit file. A fraud alert simply advises creditors to contact you before opening new accounts. You may call any one of the three credit reporting agencies to place the fraud alert and ask for a free copy of your credit report to see if there has been any unusual activity. Contact information is as follows:

Equifax: 1-800-525-6285; www.equifax.com; P.O. Box 740241, Atlanta, GA 30374-0241

Experian: 1-888-397-3742; www.experian.com; P.O. Box 9532, Allen, TX 75013

TransUnion: 1-800-680-7289; www.transunion.com; Fraud Victim Assistance Division, P.O. Box 6790, Fullerton, CA 92834-6790

When reviewing your account, look for accounts you did not open and inquiries from creditors you did not initiate. Also look for personal information, such as a home address or social security number, which is not accurate. If you see anything you do not understand, you should call the credit reporting agency immediately at the telephone number identified on the report.

If you find suspicious activity on your credit report, then contact your banking/credit institution, and file an identity theft report with your local police or sheriff's office. Get a copy of the police report. You may need to give copies to creditors to clear up your records if a theft did occur.

In addition to being able to set-up a free fraud alert, you may also place a security freeze on your credit reports. A security freeze prohibits a credit reporting agency from releasing any information from your credit report without your written authorization. However, please be aware 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 reporting agency with a valid police report, it cannot charge you to place, lift, or remove a security freeze. In all other cases, a credit reporting agency may charge you up to \$5.00 each to place, temporarily lift, or permanently remove a security freeze.

To place a security freeze on your credit report, you must send a written request to each of the three major consumer reporting agencies: Equifax (www.equifax.com); Experian (www.experian.com); and TransUnion (www.transunion.com) by regular, certified or overnight mail at the addresses below:

Equifax Security Freeze
P.O. Box 105788
Atlanta, GA 30348

Experian Security Freeze
P.O. Box 9554
Allen, TX 75013

Trans Union Security Freeze
Fraud Victim Assistance
Department
P.O. Box 6790
Fullerton, CA 9283

In order to request a security freeze, you will need to provide the following information:

1. Your full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security Number;
3. Date of birth;
4. If you have moved in the past five (5) years, provide the addresses where you have lived over the prior five years;
5. Proof of current address such as a current utility bill or telephone bill;
6. A legible photocopy of a government issued identification card (state driver's license or ID card, military identification, etc.)
7. If you are a victim of identity theft, include a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft;
8. If you are not a victim of identity theft, include payment by check, money order, or credit card (Visa, MasterCard, American Express or Discover only). Do not send cash through the mail.

The credit reporting agencies have three (3) business days after receiving your request to place a security freeze on your credit report. The credit bureaus must also send written confirmation to you within five (5) business days and provide you with a unique personal identification number (PIN) or password, or both that can be used by you to authorize the removal or lifting of the security freeze.

To lift the security freeze in order to allow a specific entity or individual access to your credit report, you must call or send a written request to the credit reporting agencies by mail and include proper identification (name, address, and social security number) and the PIN number or password provided to you when you placed the security freeze as well as the identities of those entities or individuals you would like to receive your credit report or the specific period of time you want the credit report available. The credit reporting agencies have three (3) business days after receiving your request to lift the security freeze for those identified entities or for the specified period of time.

To remove the security freeze, you must send a written request to each of the three credit bureaus by mail and include proper identification (name, address, and social security number) and the PIN number or password provided to you when you placed the security freeze. The credit bureaus have three (3) business days after receiving your request to remove the security freeze.

In addition to the precautions we recommended you take, please be aware of your right to obtain any police reports filed in regard to the burglary. Under Massachusetts law, you have the right to obtain any police report filed in regard to this incident.

We take privacy very seriously and sincerely apologize that information may have been compromised resulting from this theft. Should you have any questions, please contact our Privacy Manager, Maria Beitia at 303-626-6253.

Sincerely,

DaVita Inc.