

October 26, 2018

{Name}  
{Address}  
{Address}

## NOTICE OF DATA BREACH

Dear Customer,

You are receiving this letter because you are or were a Raley's, Bel Air or Nob Hill Foods pharmacy patient and a limited amount of your personal health information *may* have been contained in electronic files on a laptop that was stolen from one of our employees.

On September 24, 2018, a pharmacy laptop was stolen, which may have contained electronic files with some of your personal information. On September 24, 2018, law enforcement was notified of the theft. We have taken steps to investigate this incident and to prevent similar incidents from occurring again. Among other steps taken to investigate this incident, we interviewed employees with access to the laptop to understand potential content on the laptop and examined emails received by those employees with links to download files that may have been temporarily downloaded to cache files on the laptop. Among other steps taken to protect against further incidents, we have encrypted all pharmacy laptops.

In the course of our investigation, we determined that the electronic files contained: first name, last name, gender, date of birth, health plan(s), plan member identification number(s), medical condition, our pharmacy location(s) visited sometime between January 1, 2017 and September 24, 2018 and, in some cases, the prescription drug filled for some of our patients. It is important for you to know that the electronic data files *did not* contain your address, social security number, credit card information or driver's license number.

We will contact you immediately should we learn of any misuse of your information. Although we have not received any indication that the information has been misused as a result of this incident, you should review the explanation of benefits statements that you receive from your health plan. If you see any service or medication that you did not receive, please contact your health plan immediately.

We sincerely apologize that this incident occurred and regret any inconvenience or concern this may have caused you as a result. We are continually reinforcing our existing policies and practices and evaluating additional safeguards to prevent this type of incident from occurring in the future.

If we can be of assistance to you, or if you have any questions, please do not hesitate to contact us at (800) 925-9989. If you prefer to write to us, our mailing address is: Raley's Privacy Office, 500 West Capitol Avenue, West Sacramento, CA 95605.

We are fully committed to protecting the privacy and security of our patients' health information. Thank you for your time and attention to this matter.

Very truly yours,

David Fluitt  
Director of Pharmacy Operations  
cc: Raley's Privacy Office