

July 7, 2023

Dear Mr./Mrs./Ms. (mail merge)

This letter is being sent to notify you about a business email compromise incident that has occurred at Henry Ford Health. An unauthorized individual conducted an email phishing scheme to gain access to three employees’ business email accounts. The improper access was quickly discovered and the email accounts were secured.

Here are important facts for you to know:

* Some of your information was contained in the affected email boxes, but we don’t know whether your individual information was actually accessed or not.
* Phishing email schemes are used to fraudulently obtain victims’ credentials or personal information by sending them fake email messages.

We take very seriously our responsibility to protect patient information. We sincerely apologize this happened.

The incident occurred on March 30 and we immediately began an extensive investigation to determine what happened. During the forensics portion of the investigation, we determined on May 16, 2023 that protected health information was contained in the email boxes and could have been accessed by the bad actor. The second portion of the investigation was to determine which patients were impacted and to send them this notice.

The information stored on the affected email account may have included the following: Your name, gender, date of birth, age, lab results, procedure type, diagnosis, date of service, telephone number, medical record number and/or internal tracking number.

As a result of this incident, we are implementing additional security measures and providing additional training to employees about recognizing the signs of suspicious email and what to do if they receive one.

If you have any questions, please call our Incident Response Line at **XXXXXX between 9 a.m. and 9 p.m. Monday - Friday**. That number goes to our business partner, Epiq Solutions, a call center based in Portland, Oregon that specializes in providing assistance for data security and cybersecurity incidents and services for other industries.

Sincerely,



Christine Wheaton, Chief Information Privacy & Security Officer

Henry Ford Health