

Lifepsrk, LLC
Mail Handling Services
777 E Park Dr
Harrisburg, PA 17111



[REDACTED]
[REDACTED]
[REDACTED]

B-2485

March 17, 2020

Dear [REDACTED]:

Lifesprk LLC (“Lifesprk”) is committed to protecting the confidentiality of our clients’ information. Regrettably, we are writing to inform you of an incident involving some of your information. This notice explains the incident, measures we have taken, and some steps you can take in response.

On January 17, 2020, we learned that an unauthorized person gained access to a Lifesprk employee’s email account through an email security incident, sometimes called a phishing incident. We immediately secured the account, began an investigation, and a cyber security firm was engaged to assist in our investigation. The investigation determined that an unauthorized person gained access to a limited number of Lifesprk employee email accounts between November 5 and November 7, 2019. Our investigation determined that some of your information was contained in the email accounts, and may have included your name, medical record number, health insurance information, and limited health information regarding your care with Lifesprk. Your Social Security number and financial information were not contained in the email accounts.

We have no indication that your information has been misused. However, in an abundance of caution, we wanted to advise you of the incident and assure you that we take it very seriously. We recommend that you review the statements you receive from your healthcare providers. If you see any services that you did not receive, please contact the provider immediately.

We deeply regret any concern or inconvenience this incident may cause you. To help prevent something like this from happening again, we are implementing additional email security, reinforcing education with our employees on how to identify and avoid phishing emails, and engaging in enhancing our security infrastructure and systems.

If you have any questions about this incident, please call 1-888-259-9992, Monday through Friday, between 8:00 a.m. and 5:00 p.m. Central time.

Sincerely,

A handwritten signature in black ink, appearing to read "Todd Arnhold".

Todd Arnhold
Information Security Officer, Lifesprk, LLC