



PO Box 265  
Claysburg, PA 16625-0265

Date

SAMPLE A SAMPLE  
123 ANY ST  
ANYTOWN, US 12345-6789

Dear Sample A Sample:

We are writing to let you know that our vendor American Medical Collection Agency (AMCA) has notified Laboratory Corporation of America Holdings (LabCorp) about a security incident AMCA experienced that may have involved certain personal information about you. LabCorp's systems were not affected by this incident. AMCA is an external collection agency that was used by LabCorp and other companies. LabCorp referred patient balances to AMCA only when our direct collection efforts were unsuccessful.

LabCorp was informed on May 14, 2019 that AMCA may have experienced unauthorized activity on its web payment page. Upon learning of this event, LabCorp promptly stopped sending new collection requests to AMCA and stopped AMCA from continuing to work on any pending LabCorp collection requests. AMCA has told us it appears that an unauthorized user had access to their system between August 1, 2018 and March 30, 2019 and that they cannot rule out the possibility that personal information on AMCA's system was at risk during that time period. The information on AMCA's affected system may have included name, address, and balance information for the patient and person responsible for payment, along with the patient's phone number, date of birth, referring physician, and date of service. In addition, your health insurance information may have been included, and because some insurance carriers utilize the Social Security Number as a subscriber identification number, your Social Security Number may have been affected. No ordered tests, laboratory test results, or diagnostic information were in the AMCA affected system.

As a precaution to protect against potential misuse of health information, we recommend that you regularly monitor any explanation of benefits statements received from your health plan to check for any unfamiliar health care services. If you notice any discrepancy on one of these statements, please contact your health plan.

To help protect your identity, we are offering a complimentary two-year membership of Experian's<sup>®</sup> IdentityWorks<sup>SM</sup>, which provides identity theft detection and resolution services. To activate your membership and start monitoring your personal information please follow the steps below:

- **Enroll by: October 31, 2019** (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/credit>
- Provide your **activation code**: [Activation Code]

If you have questions about the product, need assistance with identity restoration, or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at 1-844-955-2743 by **October 31, 2019**. Be prepared to provide engagement number **DB13553** as proof of eligibility for the identity restoration services by Experian.

## **ADDITIONAL DETAILS REGARDING YOUR 24-MONTH EXPERIAN IDENTITYWORKS MEMBERSHIP:**

A credit card is **not** required for enrollment in Experian IdentityWorks.

You can contact Experian **immediately** regarding any fraud issues, and have access to the following features once you enroll in Experian IdentityWorks:

- **Experian credit report at signup:** See what information is associated with your credit file. Daily credit reports are available for online members only.\*
- **Credit Monitoring:** Actively monitors Experian, Equifax and Transunion files for indicators of fraud.
- **Internet Surveillance:** Technology searches the web, chat rooms & bulletin boards 24/7 to identify trading or selling of your personal information on the Dark Web.
- **Identity Restoration:** Identity Restoration specialists are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARE™:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **Up to \$1 Million Identity Theft Insurance\*\*:** Provides coverage for certain costs and unauthorized electronic fund transfers.

If you believe there was fraudulent use of your information and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent at 1-844-955-2743. If, after discussing your situation with an agent, it is determined that Identity Restoration support is needed, then an Experian Identity Restoration agent is available to work with you to investigate and resolve each incident of fraud that occurred (including, as appropriate, helping you with contacting credit grantors to dispute charges and close accounts; assisting you in placing a freeze on your credit file with the three major credit bureaus; and assisting you with contacting government agencies to help restore your identity to its proper condition).

Please note that this Identity Restoration support is available to you for one year from the date of this letter and does not require any action on your part at this time. The Terms and Conditions for this offer are located at [www.ExperianIDWorks.com/restoration](http://www.ExperianIDWorks.com/restoration). You will also find self-help tips and information about identity protection at this site.

LabCorp takes our responsibility to safeguard your personal information seriously, including information handled by our vendors, and we remain committed to protecting patient privacy and security. We continue to work closely with our vendors and business associates to enhance the security of patient health and personal information. If you have any questions about this situation, please do not hesitate to contact our dedicated assistance line at 1-844-955-2743 from 6:00 AM to 8:00 PM Pacific Time, Monday through Friday, and 8:00 AM to 5:00 PM Pacific Time, Saturday and Sunday (excluding major U.S. holidays).

Sincerely,

LabCorp

\* Offline members will be eligible to call for additional reports quarterly after enrolling.

\*\* The Identity Theft Insurance is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.