

**IMPORTANT INFORMATION
PLEASE REVIEW CAREFULLY**

Dear [REDACTED]

The privacy and security of the personal information we maintain is of the utmost importance to Life Line Screening of America, Ltd. ("Life Line"). We are writing with important information regarding a recent data security incident at one of our vendors that may have involved some of your information. We want to provide you with information about the incident and let you know that we continue to take significant measures to protect your information.

Life Line was recently informed by a mailing vendor that the vendor experienced a data security incident potentially impacting a server the vendor uses to receive materials for mailing from Life Line and others. After noticing suspicious activity on one of its servers, the vendor commenced an investigation and learned that the server showed signs of having been accessed without authorization during intermittent periods of August, 2019. The compromised server contained correspondence regarding health screenings of some of Life Line's customers.

Upon learning of this issue, we commenced a prompt and thorough investigation. As part of our investigation, we have worked very closely with our vendor and external data privacy professionals. After an extensive and very comprehensive manual review of information and documents from the compromised server, we discovered on December 6, 2019 that the compromised server contained some of your protected health information. Specifically, the compromised server contained your full name, diagnosis or condition, lab or test results, and treatment information compiled in connection with your health screening through Life Line.

We have no evidence that your information was or will be used for any unintended purposes. However, the following practices can provide additional safeguards to protect against medical identity theft.

- Only share your health insurance cards with your health care providers and other family members who are covered under your insurance plan or who help you with your medical care.
- Review your "explanation of benefits statement" which you receive from your health insurance company. Follow up with your insurance company or care provider for any items you do not recognize. If necessary, contact the care provider on the explanation of benefits statement and ask for copies of medical records from the date of the potential access (noted above) to current date.

- Ask your insurance company for a current year-to-date report of all services paid for you as a beneficiary. Follow up with your insurance company or the care provider for any items you do not recognize.

Please accept our apologies that this incident occurred. We remain fully committed to maintaining the privacy of personal information in our possession and have taken many precautions to safeguard it. We continually evaluate and modify our practices to enhance the security and privacy of your personal information.

If you have any further questions regarding this incident, please call our dedicated and confidential toll-free response line that we have set up to respond to questions at [REDACTED]. This response line is staffed with professionals familiar with this incident and knowledgeable on what you can do to protect against misuse of your information. The response line is available Monday through Friday, 9 a.m. to 9 p.m. EST.

Sincerely,

[REDACTED]
Life Line Screening of America, Ltd.