



January 14, 2016

Name

Address [Montana]

Dear Name:

We are writing to provide you with written notice regarding a recent incident involving the inadvertent disclosure of your personal information by a third-party vendor retained by Livongo Health, Inc. ("Livongo"). Please review this notice carefully as it contains important details regarding the incident.

A vendor was retained to ship lancing devices to certain Livongo members, including you. On or about November 26, 2015, the vendor mislabeled a subset of the packages containing the lancing devices, such that the equipment was sent and delivered to the correct address, but the shipping label stated an incorrect name. Your name was included on a package sent to one other Livongo member. Livongo discovered this error on November 28, 2015.

The only personally-identifiable information of yours disclosed to another recipient was your name, from which a recipient could infer that you were to receive a lancing device from Livongo for use in managing diabetes. No other medical information or any other information that could likely lead to identity theft, such as a Social Security number, credit card number(s), bank account information, PIN(s) or other financial or insurance information was disclosed to anyone.

Although the information disclosed is not likely to lead to identity theft, we encourage you to always remain vigilant as a precautionary measure to protect against potential fraud and/or identity theft by, among other things, reviewing your account statements and credit reports closely. You also should promptly report any fraudulent activity or any suspected incidents of identity theft to proper law enforcement authorities, including the police and your state's attorney general, as well as the Federal Trade Commission.

Livongo values our relationship and the privacy of your personal information. Accordingly, Livongo has terminated its relationship with the vendor, and is reviewing its protocols and procedures to reduce the likelihood that this type of incident occurs in the future.

If you have any questions about this matter please contact me at (847) 922-5708 or [jcarey@livongo.com](mailto:jcarey@livongo.com).

Sincerely,

A handwritten signature in cursive script that reads "Joseph E. Carey".

Joseph E. Carey  
Chief Operating Officer  
Livongo Health, Inc.



### Additional Important Information

As a purely precautionary measure, we recommend that you remain vigilant to protect against potential fraud and/or identify theft by, among other things, reviewing your account statements and credit reports closely. If you detect any suspicious activity on an account, you should promptly notify the financial institution or company with which the account is maintained. You also should promptly report any fraudulent activity or any suspected incidents of identity theft to proper law enforcement authorities, including the police and your state's attorney general, as well as the Federal Trade Commission ("FTC").

You may wish to review the tips provided by the FTC on how to avoid identity theft. For more information and to contact the FTC, please visit [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft) or call 1-877-ID-THEFT (877-438-4338). You may also contact the FTC at: Federal Trade Commission, 600 Pennsylvania Avenue, NW, Washington, DC 20580.

You may obtain a free copy of your credit report once every 12 months from each of the three major credit reporting agencies by visiting <http://www.annualcreditreport.com>, by calling toll-free 877-322-8228, or by completing an Annual Credit Report Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348. You can print a copy of the request form at <https://www.annualcreditreport.com/cra/requestformfinal.pdf>.

Alternatively, you may elect to purchase a copy of your credit report by contacting one of the three national credit reporting agencies. Contact information for the three national credit reporting agencies for the purpose of requesting a copy of your credit report or for general inquiries, including obtaining information about fraud alerts and placing a security freeze on your credit files, is as follows:

Equifax  
(800) 685-1111  
[www.equifax.com](http://www.equifax.com)  
P.O. Box 740241  
Atlanta, GA 30374

Experian  
(888) 397-3742  
[www.experian.com](http://www.experian.com)  
P.O. Box 9532  
Allen, TX 75013

TransUnion  
(800) 916-8800  
[www.transunion.com](http://www.transunion.com)  
P.O. Box 6790  
Fullerton, CA 92834

You may want to consider placing a fraud alert on your credit report. An initial fraud alert is free and will stay on your credit file for at least 90 days. The alert informs creditors of possible fraudulent activity within your report, and requests that the creditor contact you prior to establishing any new accounts in your name. To place a fraud alert on your credit report, contact any of the three credit reporting agencies using the contact information listed above. Additional information is available at <http://www.annualcreditreport.com>.