



Return Mail Processing Center
P.O. Box 6336
Portland, OR 97228-6336

<<Name 1>>
<<Name 2>>
<<Address 1>>
<<Address 2>>
<<City>><<State>><<Zip>>
<<Country>>

<<Date>>

Re: Notice of Data Breach

Dear <<Name 1>>:

Vivo Capital, LLC (“Vivo”) is writing to inform you of a recent event that may impact the security of some of your personal information and to assure you that we have taken additional steps to safeguard against future incidents. While we are unaware of any attempted or actual misuse of your information, we are providing you with information about the event, our response, and steps you may take to better protect against the possibility of identity theft and fraud, should you feel it is necessary to do so.

What Happened? Vivo recently learned of unusual activity related to an employee email account. Upon learning of the suspicious activity, we immediately took steps to secure the email account and began working with a computer forensic investigation firm to determine the nature and scope of the incident. The investigation confirmed that the Vivo employee email account was accessed by an unknown actor from July 16, 2019 to August 6, 2019.

The investigation was unable to determine with forensic certainty what emails, if any, were accessed by the unauthorized actor. In an abundance of caution, we worked with experts to perform a comprehensive review of all information stored in the email account at the time of unauthorized access to confirm the identities of the individuals whose information may have been accessible to the unauthorized actor. We then conducted a manual review of our records to determine the identities and contact information for potentially impacted individuals.

What Information Was Involved? On or about December 11, 2019, we determined the following types of information relating to you were present in the email account, which may have been accessible to the unknown actor during this incident: <<variable text>>. There is no evidence this information was misused by the unknown actor and Vivo is providing this notice in an abundance of caution.

What We Are Doing. We take this incident and the security of your personal information very seriously. Upon learning of this incident, we immediately took steps to secure the affected email account. As part of our ongoing commitment to the privacy of personal information in our care, we have been working to review our existing policies and procedures and to implement enhanced security measures, including migrating our e-mail system to Office 365 with multi-factor authentication. We also notified state regulators, as required. While we are unaware of any misuse of your information as a result of this incident, we are offering you access to 12 months of complimentary of credit monitoring and identity restoration services through TransUnion.

What You Can Do. You can find out more about how to protect against potential identity theft and fraud in the enclosed *Steps You Can Take to Protect Your Information*. We encourage you to remain vigilant against incidents of identity theft and fraud, to review your account statements, and to monitor your credit reports for suspicious activity. You may also enroll in the complimentary credit monitoring services described above. Enrollment instructions are attached to this letter.

For More Information. If you have additional questions, please call our dedicated assistance line at 833-991-1561, Monday through Friday (excluding U.S. holidays), during the hours of 6:00 a.m. to 6:00 p.m., Pacific Time. You may also write to the Vivo Capital at 192 Lytton Ave., Palo Alto, CA 94301.

We sincerely regret any inconvenience or concern this incident may cause.

Sincerely,

A handwritten signature in black ink, appearing to read "Zhanping Wu", with a long horizontal stroke extending to the right.

Zhanping Wu
General Counsel, Chief Compliance Officer
Vivo Capital, LLC

STEPS YOU CAN TAKE TO PROTECT YOUR INFORMATION

Complimentary One-Year *myTrueIdentity* Credit Monitoring Service

As a safeguard, we have arranged for you to enroll, at no cost to you, in an online credit monitoring service (*myTrueIdentity*) for one year provided by TransUnion Interactive, a subsidiary of TransUnion,[®] one of the three nationwide credit reporting companies.

How to Enroll: You can sign up online or via U.S. mail delivery

To enroll in this service, go to the *myTrueIdentity* website at www.MyTrueIdentity.com and, in the space referenced as “Enter Activation Code,” enter the 12-letter Activation Code <<Insert Unique 12-letter Activation Code>> and follow the three steps to receive your credit monitoring service online within minutes.

- If you do not have access to the Internet and wish to enroll in a similar offline, paper-based credit monitoring service, via U.S. mail delivery, please call the TransUnion Fraud Response Services toll-free hotline at **1-855-288-5422**. When prompted, enter the six-digit telephone passcode <<Insert static 6-digit Telephone Pass Code>> and follow the steps to enroll in the offline credit monitoring service, add an initial fraud alert to your credit file, or to speak to a TransUnion representative if you believe you may be a victim of identity theft.

You can sign up for the online or offline credit monitoring service anytime between now and <<Enrollment Deadline>>. Due to privacy laws, we cannot register you directly. Please note that credit monitoring services might not be available for individuals who do not have a credit file with TransUnion or an address in the United States (or its territories) and a valid Social Security number. Enrolling in this service will not affect your credit score.

ADDITIONAL DETAILS REGARDING YOUR 12-MONTH COMPLIMENTARY CREDIT MONITORING SERVICE:

- Once you are enrolled, you will be able to obtain one year of unlimited access to your TransUnion credit report and credit score.
- The daily credit monitoring service will notify you if there are any critical changes to your credit file at TransUnion, including fraud alerts, new inquiries, new accounts, new public records, late payments, changes of address, and more.
- The service also includes access to an identity restoration program that provides assistance in the event that your identity is compromised and up to \$1,000,000 in identity theft insurance with no deductible. (Policy limitations and exclusions may apply.)

We encourage you to remain vigilant against incidents of identity theft and fraud, to review your account statements, and to monitor your credit reports for suspicious activity. Under U.S. law you are entitled to one free credit report annually from each of the three major credit reporting bureaus. To order your free credit report, visit www.annualcreditreport.com or call, toll-free, 1-877-322-8228. You may also contact the three major credit bureaus directly to request a free copy of your credit report.

You have the right to place a “security freeze” on your credit report, which will prohibit a consumer reporting agency from releasing information in your credit report without your express authorization. The security freeze is designed to prevent credit, loans, and services from being approved in your name without your consent. However, you should be aware that using a security freeze to take control over who gets access to the personal and financial information in your credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application you make regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, you cannot be charged to place or lift a security freeze on your credit report. Should you wish to place a security freeze, please contact the major consumer reporting agencies listed below:

Experian

PO Box 9554
Allen, TX 75013
1-888-397-3742
www.experian.com/freeze/center.html

TransUnion

P.O. Box 160
Woodlyn, PA 19094
1-888-909-8872
www.transunion.com/credit-freeze

Equifax

PO Box 105788
Atlanta, GA 30348-5788
1-800-685-1111
www.equifax.com/personal/credit-report-services