



C/O IDX
P.O. Box 1907
Suwanee, GA 30024

<<First Name>> <<Last Name>>
<<Address1>> <<Address2>>
<<City>>, <<State>> <<Zip>>

January 15, 2021

Dear <<First Name>> <<Last Name>>:

Montgomery Hospice, Inc. is committed to protecting the confidentiality of our patients' information. We are writing to inform you of an incident involving some of that information. This notice explains the incident, measures we have taken, and some steps you can take in response.

On November 16, 2020, we learned that an unauthorized person may have gained access to a Montgomery Hospice, Inc. employee's email account beginning on August 20, 2020. We secured the account, began an investigation, and a leading cyber security firm was engaged to assist in our investigation. Our investigation was unable to determine which emails, if any, were viewed or accessed by the unauthorized person. We undertook a comprehensive review of the contents of the email account and determined that some of your information was contained in the email account. This information may have included your name, medical record number, date of birth, health insurance information, and limited medical information.

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.

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 enhancing our security infrastructure and systems.

We deeply regret any concern or inconvenience this incident may cause you. If you have any questions about this incident, please call 833-754-1807, Monday through Friday, between 9:00 a.m. and 9:00 p.m., Eastern time.

Sincerely,

A handwritten signature in black ink that reads "Ann Mitchell". The signature is written in a cursive, flowing style.

Ann Mitchell, MPH
President and Chief Executive Officer