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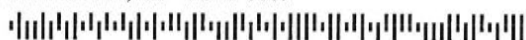
21481 *****SNGLP

SAMPLE A. SAMPLE - A

APT ABC

123 ANY ST

ANYTOWN, US 12345-6789



August 6, 2021

Re: Notice of Data Security Incident

Dear Sample A. Sample:

Bioness Inc. ("Bioness") deeply values our relationship with you and takes protection of your personal information seriously. We are writing to share some important information about a recent data security incident that may have involved information about you. Please read this letter carefully, as it contains important information.

What Happened?

Bioness recently learned that an unauthorized individual had gained access to the email account of a Bioness employee between April 27, 2021 and May 20, 2021 through a phishing attack.

Upon learning of this unauthorized access on May 20, 2021, Bioness promptly took action to prevent further unauthorized activity, launched an investigation, and engaged a leading forensics firm. On June 8, 2021, we determined based on the investigation that the event was limited to certain data contained within the email account. Following an analysis and review of this data, on July 20, 2021, we determined that some of your personal information may have been accessed during the incident. While we have no indication that any personal information was actually misused, we are taking the precautionary step of notifying you.

What Information Was Involved?

Categories of personal information varied for each affected individual and may have included patient contact information (name and address), date of birth, patient account or sales order numbers, treatment information, medical billing and claims information, medical record numbers, and health insurance numbers. The information involved did not include your Social Security number.

What We Are Doing.

We want to assure you that we are taking steps to protect the confidentiality of your information and to prevent a similar event from occurring in the future. As soon as we learned of this event, we took immediate steps to prevent further unauthorized activity, such as by changing

the password for the account in question, blocking known malicious IP addresses from communicating with our systems, and disseminating an alert to employees regarding this type of event.

Currently, we are not aware of any attempted or actual misuse of your information. However, to help protect your identity, we have arranged to offer you free identity protection services at no cost to you through Experian. Instructions for activating these services are included in the enclosed Reference Guide.

What You Can Do.

In addition to enrolling in the identity protection services we are offering to you at no cost, the enclosed Reference Guide provides further information about steps you can take to safeguard your information. We encourage you to regularly review your credit reports, financial accounts, and statements from providers as well as your insurance company and to promptly report any suspicious or unrecognized activity.

Other Important Information.

We take all data security matters seriously and apologize for any distress or inconvenience this may cause you. If you have any questions or would like additional information, please refer to the enclosed Reference Guide or call toll-free at (866) 566-1362 Monday through Friday from 8 am – 10 pm Central, or Saturday and Sunday from 10 am – 7 pm Central (excluding major U.S. holidays). Be prepared to provide your engagement number [REDACTED]

Sincerely,

Bioness Team

REFERENCE GUIDE:
ADDITIONAL STEPS YOU CAN TAKE TO PROTECT YOUR IDENTITY

How to Activate Identity Protection Services

To help protect your identity, we are offering complimentary access to Experian IdentityWorksSM for twelve months.

If you believe there was fraudulent use of your information as a result of this incident and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent. 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 from the date of the incident (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 Identity Restoration is available to you for twelve months 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.

While identity restoration assistance is immediately available to you, we also encourage you to activate the fraud detection tools available through Experian IdentityWorks as a complimentary twelve-month membership. This product provides you with superior identity detection and resolution of identity theft. To start monitoring your personal information, please follow the steps below:

- Ensure that you **enroll by November 6th, 2021** (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll:
<https://www.experianidworks.com/credit>
- Provide your **activation code**: [REDACTED]

If you have questions about the product, need assistance with Identity Restoration that arose as a result of this incident or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at (866) 566-1362 by **November 6th, 2021**. Be prepared to provide engagement number [REDACTED] as proof of eligibility for the Identity Restoration services by Experian.

**ADDITIONAL DETAILS REGARDING YOUR TWELVE-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 file for indicators of fraud.
- **Identity Restoration:** Identity Restoration specialists are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARETM:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **\$1 Million Identity Theft Insurance^{**}:** Provides coverage for certain costs and unauthorized electronic fund transfers.

* 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.

Review Your Accounts and Credit Reports

Regularly review statements from your accounts and periodically obtain your credit report from any of the national credit reporting agencies. You may obtain a free copy of your credit report online at www.annualcreditreport.com by calling toll free 1.877.322.8228, or by mailing an Annual Credit Report Request Form (available at www.annualcreditreport.com) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348. You may also purchase a copy of your credit report by contacting any of the national credit reporting agencies listed below:

- **Equifax**, P.O. Box 740241, Atlanta, Georgia 30374-0241. 1.866.349.5191. www.equifax.com
- **Experian**, P.O. Box 4500, Allen, TX 75013. 1.888.397.3742. www.experian.com
- **TransUnion**, 2 Baldwin Place, P.O. Box 1000, Chester, PA 19016. 1.800.916.8800. www.transunion.com

Consider Placing a Fraud Alert

You may wish to consider contacting the fraud department of the three major credit bureaus to request that a "fraud alert" be placed on your file. A fraud alert notifies potential lenders to verify your identification before extending credit in your name.

Equifax:	Report Fraud:	1-800-525-6285
Experian:	Report Fraud:	1-888-397-3742
TransUnion:	Report Fraud:	1-800-680-7289

Security Freeze for Credit Reporting Agencies

You may wish to request a security freeze on your credit reports. A security freeze prohibits a credit reporting agency from releasing any information from a consumer's credit report without written authorization. However, please be aware that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit mortgages, employment, housing or other services. It is free to place, lift or remove a security freeze.

You must separately place a security freeze on your credit report at each credit bureau. To do so, you must contact the credit bureaus by phone, mail, or secure electronic means:

- **Equifax**: P.O. Box 105788, Atlanta, GA 30348, 1.800.349.9960, www.Equifax.com
- **Experian**: P.O. Box 9554, Allen, TX 75013, 1.888.397.3742, www.Experian.com
- **TransUnion**: P.O. Box 2000, Chester, PA 19106, 1.888.909.8872, www.TransUnion.com

If you request a freeze online or by phone, the agency must place the freeze within one business day. The credit bureaus have three business days after receiving a request by mail to place a security freeze on your credit report, and they must also send confirmation to you within five business days and provide you with a unique personal identification number (PIN) or password, or both that can be used by you to authorize the removal or lifting of the security freeze.

To lift the freeze to allow a specific entity or individual access to your credit report, you must contact the credit reporting agencies and include (1) proper identification; (2) the PIN number or password provided to you when you placed the security freeze; and (3) the identities of those entities or individuals you would like to receive your credit report or the specific period of time you want the credit report available.

You have rights under the federal Fair Credit Reporting Act (FCRA). These include, among others, the right to know what is in your file; to dispute incomplete or inaccurate information; and to have consumer reporting agencies correct or delete inaccurate, incomplete, or unverifiable information. For more information about the FCRA, please visit www.consumer.ftc.gov/articles/pdf-0096-fair-credit-reporting-act.pdf or www.ftc.gov.

File a police report

Get a copy of the report to submit to your creditors and others that may require proof of a crime.

Contact the U.S. Federal Trade Commission (FTC)

The FTC provides useful information to identity theft victims and maintains a database of identity theft cases for use by law enforcement agencies. To file a report with FTC, call FTC's Identity Theft Hotline: 1-877-438-4338; go online at <http://www.ftc.gov/idtheft>; or mail Identity Theft Clearinghouse, Federal Trade Commission, 600 Pennsylvania

Ave., N.W., Washington, D.C. 20580. Also request a copy of the publication, "Take Charge: Fighting Back Against Identity Theft" from https://www.consumer.ftc.gov/articles/pdf-0009_identitytheft_a_recovery_plan.pdf.

You can also contact the FTC to learn more about how to prevent identity theft by using the contact information below:

Federal Trade Commission Consumer Response Center
600 Pennsylvania Avenue, NW
Washington, DC 20580
1-877-IDTHEFT (438-4338)
www.ftc.gov/idtheft/

State Specific Information

North Carolina residents can learn more about preventing identity theft from the North Carolina Office of the Attorney General, by visiting their web site at <http://www.ncdoj.gov/Help-for-Victims/ID-Theft-Victims.aspx>, calling 1.919.716.6400 or requesting more information from the North Carolina Attorney General's Office, 9001 Mail Service Center Raleigh, NC 27699-9001.