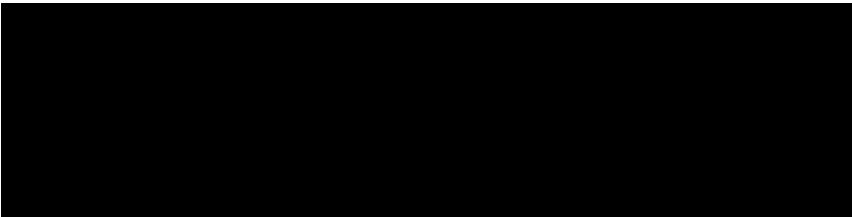




Return Mail Processing  
PO Box 589  
Claysburg, PA 16625-0589



Dear [REDACTED]:

SafetyCall is a vendor that provides adverse event reporting services related to consumer products for various companies, including [REDACTED]. SafetyCall is writing, on behalf of [REDACTED], to notify you of an incident at a third-party vendor of SafetyCall, Netgain, that potentially affects some of your information. We are providing you with information about the incident, our response to it, and resources available to you to help protect your information.

What Happened?

Netgain provides data hosting services to SafetyCall. Netgain informed SafetyCall that it experienced a network intrusion resulting in unauthorized access to certain portions of Netgain's network. Netgain indicated to SafetyCall that it first became aware of a potential data security incident beginning on November 24, 2020, which ultimately culminated in the launch of ransomware on December 3, 2020. Netgain reported that the last day of unauthorized access to its network was December 3, 2020. At the time Netgain notified SafetyCall, it also indicated that its environment was secure. On January 14, 2021, Netgain informed SafetyCall that certain SafetyCall customer data may have been taken from Netgain's network as part of the attack. On or around June 24, 2021, SafetyCall notified [REDACTED] that the incident affected the personal information of certain [REDACTED] customers.

What Information Was Involved?

The impacted data sets contained some of your personal information, including your full name and the information you provided in relation to the product incident you reported when you called [REDACTED] to report an issue with a [REDACTED] product, including any health or medical-related data you may have provided in connection with such report.

What We Are Doing.

Upon learning of the issue, we immediately obtained the records that may have been affected and began a comprehensive review of the records with outside data privacy professionals to determine whether any personal information was located within them. We also verified with Netgain that it had taken significant steps to remove the intruder from its systems and prevent further compromise, including resetting passwords, restricting access rights, and deploying advanced endpoint detection and protection software.

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What You Can Do.

To the extent it is helpful, this letter provides precautionary measures you can take in the future to protect your personal information on the following pages.

For More Information.

Please accept our apologies that this incident occurred. We are committed to maintaining the privacy of personal information and have taken many precautions to safeguard it. We continually evaluate and modify our practices and internal controls to enhance the security and privacy of 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 if you are concerned about potential misuse of your information. The response line is available Monday through Friday, 9 a.m. to 11 p.m. Eastern Time, and Saturday and Sunday 11 a.m. to 8 p.m. Eastern Time. Be prepared to provide your engagement number [REDACTED]

Sincerely,

SafetyCall

– OTHER IMPORTANT INFORMATION –

We encourage affected individuals to take the following steps:

**Protecting Your Medical Information.**

As a general matter, the following practices can help to protect you from 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 (EOB), which is a statement you receive from your health insurance company after you have a medical visit. Follow up with your insurance company or care provider's billing office for any items you do not recognize. If necessary, contact the care provider on the EOB statement and ask for copies of medical records from the date of the potential access (noted above) to current date at no expense to you.
- 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.
- You should also remain vigilant in reviewing account statements and monitoring free credit reports.



