

<Date>

Customer Name
Address
City, State, Zip

Dear <Customer Name>,

This letter is written to you as a customer of RS Medical, out of our interest in your well-being and as required by law, to notify you of a potential violation relating to disclosure of your personal information. The violation arises from an incident that occurred in February. Please read this letter and contact me directly if you have any questions or if you wish to discuss this matter further.

On 2/11/2019 and 2/12/2019 one employee's email account was accessed by individual(s) outside the company. This access lasted for two hours before detection and removal of the perpetrator(s) from the account. During the time that the account was accessed, 10,000 phishing emails were sent out by the offending individual(s). It is highly unlikely that any information was viewed or copied, but RS Medical is unable to reach that definitive conclusion.

We are contacting you today to inform that you are one of the individuals whose information may have been compromised during the two-hour access period. RS Medical sincerely apologizes for this incident and regrets any inconvenience it may cause you.

This incident involved the unauthorized potential disclosure of the following information:

- Your name
- Your home address
- Your phone number
- Your date of birth

And one or more of the following:

- Your Social Security Number
- Your diagnosis codes
- Type and quantity of medical equipment/supplies prescribed that RS Medical could have documented

We are notifying you of this incident, so you can take swift personal action to reduce or eliminate any negative consequences of the potential breach.

To help protect your identity, we recommend you take immediate steps to protect yourself from possible harm. This may include the following precautionary actions:

1. Registering a fraud alert with the three credit bureaus listed below
 - Experian: (888) 397-3742; www.experian.com; PO Box 2104 Allen, TX 75013-0949

- TransUnion: (800) 680-7289; www.transunion.com; Fraud Victim Assistance Division, PO Box 2000, Chester, PA 19016
- Equifax: (800) 525-6285; www.equifax.com; PO Box 740241, Atlanta, GA 30374-0241
- 2. Ordering your free credit report from all three credit bureaus:
 - Order online: <https://www.annualcreditreport.com/cra/index.jsp>.
 - Order by telephone: 1-877-322-8228
- 3. Monitoring your financial and health account statements, and credit bureau reports for inconsistencies or suspicious activity.
- 4. Placing a freeze on your credit report. Also known as a security freeze, this free tool lets you restrict access to your credit report, which in turn makes it more difficult for identity thieves to open new accounts in your name. That's because most creditors need to see your credit report before they approve a new account. The following are links to setting a credit freeze:
 - <https://www.experian.com/freeze/center.html>
 - <https://www.transunion.com/credit-freeze>
 - <https://www.equifax.com/personal/credit-report-services/>

Again, we are sorry and want you to know that we are fully committed to assuring the security of your data. Your privacy is very important to us and we will continue to do everything we can to remedy this situation.

To ensure that your information is protected from future unauthorized disclosures, we have taken the following steps to protect your information:

1. Initiated a security investigation
2. Implemented network security upgrades to prevent this type of breach in the future
3. Educated our workforce on latest forms of phishing
4. Notified the US Department of Health and Human Services of this incident
5. Notified your state's Attorney General of this incident (see attached list for contact information)

Please contact me regarding any questions and/or concerns:

- Send an email to privacyofficer@rsmedical.com
- Mail a letter to our postal address:
 - Privacy Officer, RS Medical, 14001 SE First Street, Vancouver, WA 98684
- Call me at the number listed below, or (800) 935-7763 and ask for me by name.

Sincerely,



Joseph W Basham
Privacy Officer
(360) 882-2335