



November 2, 2016

INSERT NAME
INSERT ADDRESS
INSERT ADDRESS

Dear INSERT NAME:

I am writing to inform you of an information security incident that Ambucor Health Solutions (Ambucor) recently experienced, involving some of your protected health information.

As you may know, Ambucor has worked with Lebanon Cardiology Associates, PC to support your cardiac care. In connection with Ambucor's work with Lebanon Cardiology Associates, PC, Ambucor had access to information about the cardiology services provided to you. It is this information that has been inappropriately accessed.

Specifically, Ambucor has been investigating the activities of a former Ambucor employee, and that investigation has revealed that in March 2016 this former employee downloaded certain Lebanon Cardiology Associates, PC patient information to mobile storage devices, often known as thumb drives or flash drives. The former employee downloaded this information shortly before his employment at Ambucor ended. Upon recovery of two thumb drives in July 2016, and in connection with this investigation, Ambucor determined that the drives contained patient data from Lebanon Cardiology Associates, PC. Ambucor completed its detailed forensic review of the data on the drives in September 2016, at which time we discovered that the drives contained your personal information.

This downloaded information may include your first and last name, phone number, diagnosis, medications, date of birth, race, home address, testing data (i.e., type of test, test results, date of test, etc.), patient identification number, medical device information (i.e., manufacturer, identification number, and model/serial numbers), Ambucor enrollment number, Ambucor enrollment date, Ambucor technician name, physician name(s), and the name and address of the practice where you were seen.

Please note that the drives DO NOT include your Social Security number, credit or debit card numbers, medical insurance or Medicare/Medicaid numbers, or other financial information, and no such information about you has been compromised. To date, Ambucor has received no information that any of your personal information has been misused.

Nonetheless, out of an abundance of caution, Ambucor is offering you one year of identity protection services at no cost to you. Your yearlong membership in CSID Protector coverage provides you with increased visibility into possible fraudulent activity, access to a team of Identity Restoration Specialists to guide you through the recovery process if needed, and up to \$1 million of identity theft insurance for covered expenses.

If you wish to enroll in CSID Protector, you will need to do the following:

- **VISIT** the CSID Protector website: <https://www.csid.com/cs1yprotector/>
- **PROVIDE** your Activation Code: INSERT ACTIVATION CODE

Enrollment Deadline: January 15, 2017

If you have any questions about the enrollment process, please contact CSID Member Services at (877) 926-1113, 24 hours a day, 7 days a week, or by email at support@csid.com, and provide your Activation Code as proof of eligibility.

In addition to the steps Ambucor has taken on your behalf, we have included with this letter additional information on steps you can take to protect the security of your personal information. We urge you to review this information carefully.

Please know that Ambucor takes the security of your personal information seriously, and we sincerely regret any inconvenience this incident might cause you. If you have any questions, you should call our dedicated call center at 866-313-7993.

Sincerely,

A handwritten signature in black ink that reads "Stephen D. Deihl". The signature is written in a cursive style with a large, looping initial "S".

Stephen D. Deihl
Executive Director
Ambucor Health Solutions