

16047



<<Date>> (Format: Month Day, Year)

<<FirstName>> <<MiddleName>> <<LastName>> <<NameSuffix>>
<<Address1>>
<<Address2>>
<<City>>, <<State>> <<Zip>>

Dear <<FirstName>> <<MiddleName>> <<LastName>> <<NameSuffix>>,

Solara Medical Supplies, LLC ("Solara") is writing to inform you of an incident that may affect the security of some of your personal information. This notice provides information about the incident, our response, and resources available to you to help protect your information from possible misuse, should you feel it necessary to do so.

What Happened? On June 28, 2019, Solara determined that an unknown actor gained access to a limited number of employee Office 365 accounts, from April 2, 2019 to June 20, 2019, as a result of a phishing email campaign. We worked with third party forensic experts to investigate and respond to this incident and confirm the security of relevant Solara systems. Through this investigation we determined that certain information present within the employee Office 365 accounts may have been accessed or acquired by an unknown actor at the time of the incident. We, therefore, undertook a comprehensive review of the accounts to identify potentially affected personal information. Our review determined that some of your personal information was present in an affected account at the time of the incident.

What Information Was Involved? The investigation determined that some of your personal information was present in an affected account at the time of the incident including your <<ClientDef1(impacted data)>><<ClientDef2(impacted data)>>. To date, we are unaware of any actual or attempted misuse of your personal information as a result of this incident.

What We Are Doing. We take this incident and the security of personal information in our care seriously. Upon learning of this incident, we moved quickly to investigate and respond to this incident, assess the security of relevant Solara systems, and notify potentially affected individuals. Our response included resetting relevant account passwords, reviewing the contents of the email accounts to determine whether they contained protected information, and reviewing internal systems to identify contact information for purposes of providing notice to potentially affected individuals. As part of our ongoing commitment to the security of information we are also reviewing and enhancing existing policies and procedures to reduce the likelihood of a similar future event.

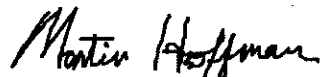
Solara notified law enforcement of this incident and is notifying relevant state and federal regulators. We are also offering you access to complimentary identity monitoring services for eighteen (18) months through Kroll. These services include credit monitoring, fraud consultation and identity theft restoration services. If you wish to activate the identity monitoring services, you may follow the instructions included in the *Steps You Can Take to Help Protect Your Information*.

What You Can Do. We encourage you to remain vigilant against incidents of identity theft and fraud, to review your account statements, explanation of benefits, and credit reports for suspicious activity. You may also review the information contained in the attached *Steps You Can Take to Protect Your Information*. There you will also find more information on the identity monitoring services we are making available to you. While Solara will cover the cost of these services, you will need to complete the activation process.

For More Information. We understand that you may have questions about this incident that are not addressed in this letter. If you have additional questions, please call our call center at 1-877-460-0157 (toll free), Monday through Friday from 8:00 a.m. to 5:30 p.m. Central Time. You may also write to Solara at: 2084 Otay Lakes Rd #102, Chula Vista, CA 91913 or visit <https://www.solara.com/dataincident>.

We sincerely regret any inconvenience or concern this incident may have caused.

Sincerely,

A handwritten signature in black ink that reads "Martin Hoffman". The signature is written in a cursive style with a large initial "M".

Martin Hoffman
Vice President of Compliance and Legal
Solara Medical Supplies, LLC

Steps You Can Take to Help Protect Your Information

Activate Your Complimentary Identity Monitoring

To activate Kroll's identity monitoring, fraud consultation, and identity theft restoration services, please follow the steps below:

- 1) Visit krollbreach.idMonitoringService.com to activate.
- 2) You have until **February 7, 2020** to activate your identity monitoring services. **Your membership number will not work after this date.**
- 3) Provide your personal information to Kroll, as requested.
- 4) Provide the following Membership Number: <<Member ID>>.

Monitor Your Accounts

We encourage you to remain vigilant against incidents of identity theft and fraud, to review your account statements, explanation of benefits, and credit reports for suspicious activity. Under U.S. law you are entitled to one free credit report annually from each of the three major credit reporting bureaus. To order your free credit report, visit www.annualcreditreport.com or call, toll-free, 1-877-322-8228. You may also contact the three major credit bureaus directly to request a free copy of your credit report.

You have the right to place a "security freeze" on your credit report, which will prohibit a consumer reporting agency from releasing information in your credit report without your express authorization. The security freeze is designed to prevent credit, loans, and services from being approved in your name without your consent. However, you should be aware that using a security freeze to take control over who gets access to the personal and financial information in your credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application you make regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, you cannot be charged to place or lift a security freeze on your credit report. Should you wish to place a security freeze, please contact the major consumer reporting agencies listed below:

Experian

PO Box 9554
Allen, TX 75013
1-888-397-3742

www.experian.com/freeze/center.html

TransUnion

P.O. Box 160
Woodlyn, PA 19094
1-888-909-8872

www.transunion.com/credit-freeze

Equifax

PO Box 105788
Atlanta, GA 30348-5788
1-800-685-1111

www.equifax.com/personal/credit-report-services

In order to request a security freeze, you will need to provide the following information:

1. Your full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security number;
3. Date of birth;
4. If you have moved in the past five (5) years, provide the addresses where you have lived over the prior five years;
5. Proof of current address, such as a current utility bill or telephone bill;
6. A legible photocopy of a government-issued identification card (state driver's license or ID card, military identification, etc.);
7. If you are a victim of identity theft, include a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft.

As an alternative to a security freeze, you have the right to place an initial or extended "fraud alert" on your file at no cost. An initial fraud alert is a 1-year alert that is placed on a consumer's credit file. Upon seeing a fraud alert display on a consumer's credit file, a business is required to take steps to verify the consumer's identity before extending new credit. If you are a victim of identity theft, you are entitled to an extended fraud alert, which is a fraud alert lasting seven years. Should you wish to place a fraud alert, please contact any one of the agencies listed below:

Experian

P.O. Box 9554
Allen, TX 75013
1-888-397-3742

www.experian.com/fraud/center.html

TransUnion

P.O. Box 2000
Chester, PA 19016
1-800-680-7289

www.transunion.com/fraud-victim-resource/place-fraud-alert

Equifax

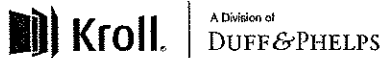
P.O. Box 105069
Atlanta, GA 30348
1-888-766-0008

www.equifax.com/personal/credit-report-services

Additional Information

You can further educate yourself regarding identity theft, fraud alerts, security freezes, and the steps you can take to protect yourself, by contacting the consumer reporting agencies, the Federal Trade Commission, or your state Attorney General.

The Federal Trade Commission can be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580, www.identitytheft.gov, 1-877-ID-THEFT (1-877-438-4338); TTY: 1-866-653-4261. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. You can obtain further information on how to file such a complaint by way of the contact information listed above. You have the right to file a police report if you ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, you will likely need to provide some proof that you have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement and your state Attorney General. This notice has not been delayed by law enforcement.



TAKE ADVANTAGE OF YOUR IDENTITY MONITORING SERVICES

You've been provided with access to the following services¹ from Kroll:

Single Bureau Credit Monitoring. You will receive alerts when there are changes to your credit data—for instance, when a new line of credit is applied for in your name. If you do not recognize the activity, you'll have the option to call a Kroll fraud specialist, who can help you determine if it's an indicator of identity theft.

Fraud Consultation. You have unlimited access to consultation with a Kroll fraud specialist. Support includes showing you the most effective ways to protect your identity, explaining your rights and protections under the law, assistance with fraud alerts, and interpreting how personal information is accessed and used, including investigating suspicious activity that could be tied to an identity theft event.

Identity Theft Restoration. If you become a victim of identity theft, an experienced Kroll licensed investigator will work on your behalf to resolve related issues. You will have access to a dedicated investigator who understands your issues and can do most of the work for you. Your investigator can dig deep to uncover the scope of the identity theft, and then work to resolve it.

¹ Kroll's activation website is only compatible with the current version or one version earlier of Chrome, Firefox, Safari and Edge. To receive credit services, you must be over the age of 18 and have established credit in the U.S., have a Social Security number in your name, and have a U.S. residential address associated with your credit file.



<<Date>> (Format: Month Day, Year)

Parent or Guardian of

<<FirstName>> <<MiddleName>> <<LastName>> <<NameSuffix>>

<<Address1>>

<<Address2>>

<<City>>, <<State>> <<Zip>>

To the Parent or Guardian of <<FirstName>> <<MiddleName>> <<LastName>> <<NameSuffix>>,

Solara Medical Supplies, LLC ("Solara") is writing to inform you of an incident that may affect the security of some of your minor child's personal information. This notice provides information about the incident, our response, and resources available to you to help protect your minor child's information from possible misuse, should you feel it necessary to do so.

What Happened? On June 28, 2019, Solara determined that an unknown actor gained access to a limited number of employee Office 365 accounts, from April 2, 2019 to June 20, 2019, as a result of a phishing email campaign. We worked with third party forensic experts to investigate and respond to this incident and confirm the security of relevant Solara systems. Through this investigation we determined that certain information present within the employee Office 365 accounts may have been accessed or acquired by an unknown actor at the time of the incident. We, therefore, undertook a comprehensive review of the accounts to identify potentially affected personal information. Our review determined that some of your minor child's personal information was present in an affected account at the time of the incident.

What Information Was Involved? The investigation determined that some of your minor child's personal information was present in an affected account at the time of the incident including your minor child's <<ClientDef1(impacted data)>><<ClientDef2(impacted data)>>. To date, we are unaware of any actual or attempted misuse of your minor child's personal information as a result of this incident.

What We Are Doing. We take this incident and the security of personal information in our care seriously. Upon learning of this incident, we moved quickly to investigate and respond to this incident, assess the security of relevant Solara systems, and notify potentially affected individuals. Our response included resetting relevant account passwords, reviewing the contents of the email accounts to determine whether they contained protected information, and reviewing internal systems to identify contact information for purposes of providing notice to potentially affected individuals. As part of our ongoing commitment to the security of information we are also reviewing and enhancing existing policies and procedures to reduce the likelihood of a similar future event.

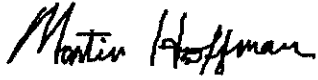
Solara notified law enforcement of this incident and is notifying relevant state and federal regulators. We are also offering you access to complimentary minor identity monitoring services for eighteen (18) months through Kroll. These services include fraud consultation and identity theft restoration services. If you wish to activate Kroll's minor identity monitoring services for your minor child, you may follow the instructions included in the *Steps You Can Take to Help Protect Personal Information*.

What You Can Do. We encourage you to remain vigilant against incidents of identity theft and fraud, to review relevant account statements, explanation of benefits, and existing credit reports for suspicious activity. You may also review the information contained in the attached *Steps You Can Take to Help Protect Personal Information*. There you will also find more information on the monitoring services we are making available to your minor child. While Solara will cover the cost of these services, you will need to complete the activation process.

For More Information. We understand that you may have questions about this incident that are not addressed in this letter. If you have additional questions, please call our call center at 1-877-460-0157 (toll free), Monday through Friday from 8:00 a.m. to 5:30 p.m. Central Time. You may also write to Solara at: 2084 Otay Lakes Rd #102, Chula Vista, CA 91913 or visit <https://www.solara.com/dataincident>.

We sincerely regret any inconvenience or concern this incident may have caused.

Sincerely,

A handwritten signature in black ink that reads "Martin Hoffman". The signature is written in a cursive style with a large initial "M".

Martin Hoffman
Vice President of Compliance and Legal
Solara Medical Supplies, LLC

Steps You Can Take to Help Protect Personal Information

Complimentary Minor Identity Monitoring Services

To activate Kroll's Minor Identity Monitoring services, please follow the steps below:

1. Visit krollbreach.idMonitoringService.com to activate and take advantage of Minor Identity Monitoring.
2. You have until **February 7, 2020** to activate monitoring services for your minor. **Your membership number will not work after this date.**
3. Your Membership Number is: <<Member ID>>.

After you have logged in for the first time, you will see a screen with the title "Confirm Your Information". Before Minor Identity Monitoring services can be activated, you must follow the instructions below:

1. Change the "First Name" and "Last Name" fields to a parent or guardian's name.
2. Change the address that appears to the parent or guardian's current address.
3. Enter the parent or guardian's date of birth and Social Security number.
4. Enter the email address and password you would like to use for the account.
5. Click the "Create Account" button. After the account is created, you will be able to activate your child's identity monitoring service.

Minor Identity Monitoring detects when names, addresses, and credit information are associated with your minor's Social Security number. An alert will be sent when activity is detected. The presence of a credit file may be an indicator of identity theft or fraud for children who, as minors, should not have a credit history.

Monitor Your Accounts

We encourage you to remain vigilant against incidents of identity theft and fraud, to review account statements, explanation of benefits, and credit reports for suspicious activity. Under U.S. law individuals with credit reports are entitled to one free credit report annually from each of the three major credit reporting bureaus. To order a free credit report, visit www.annualcreditreport.com or call, toll-free, 1-877-322-8228. You may also contact the three major credit bureaus directly to request a free copy of a credit report, if one exists.

While minors should not have a credit history, individuals with credit reports have the right to place a "security freeze" on their credit report, which will prohibit a consumer reporting agency from releasing information in their credit report without express authorization. The security freeze is designed to prevent credit, loans, and services from being approved in an individual's name without consent. However, you should be aware that using a security freeze to take control over who gets access to the personal and financial information in a credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application an individual makes regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, you cannot be charged to place or lift a security freeze on your credit report. Should you wish to place a security freeze, please contact the major consumer reporting agencies listed below:

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In order to request a security freeze, you will need to provide the following information:

1. Your full name (including middle initial as well as Jr., Sr., II, III, etc.);
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5. Proof of current address, such as a current utility bill or telephone bill;
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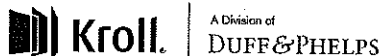
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