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SAMPLE A SAMPLE - L02_PTPATIENTS_MA
APT 123
123 ANY ST
ANYTOWN, US 12345-6789



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Pursuant to applicable law, we will be notifying the U.S. Department of Health and Human Services, Office of Civil Rights ("OCR"), which is responsible for enforcing the HIPAA Privacy and Security Rules. We will fully comply with OCR to meet requirements of the HIPAA Breach Notification Rule, which requires that patients be notified and will cooperate with regard to any further inquiry they may have. We will also be notifying state regulators as required by law.

To help protect your identity, we are offering a complimentary two-year membership of Experian's® IdentityWorksSM. This product provides you with superior identity detection and resolution of identity theft. To activate your membership and start monitoring your personal information please follow the steps below:

- Ensure that you **enroll by: 5.31.2020** (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/credit>
- Provide your **activation code: ABCDEFGHI**

If you have questions about the product, need assistance with identity restoration or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at 877-644-1116 by 5.31.2020. Be prepared to provide engagement number **DB17556** as proof of eligibility for the identity restoration services by Experian.

WHAT YOU CAN DO:

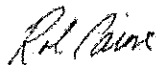
As recommended by the Federal Trade Commission ("FTC"), we recommend that you remain vigilant and monitor your account statements, explanation of benefits, and credit bureau reports closely. The FTC also recommends you place a fraud alert on your credit file. A fraud alert notifies creditors that they must contact you before they open any new accounts or make changes to your existing accounts. As soon as one credit bureau confirms your fraud alert, the others are notified to place fraud alerts. The initial fraud alert stays on your credit report for 90 days. You may renew it after 90 days. Additional information is available at <http://www.annualcreditreport.com>. For more information regarding what you can do, see the "Further Information and Steps You Should Take" guidance attached to this letter.

FOR MORE INFORMATION:

We value your privacy and deeply regret that this breach occurred. We value you as a patient and appreciate the trust you place in **Personal Touch Home-Aides Inc. C/O Personal Touch Holding Corp.** Please know that we remain committed to your privacy. For further information and assistance please contact us at our toll free number 877-644-1116 between the hours of 6:00 a.m. and 6:00 p.m. PST, Monday to Friday; 8:00 a.m. and 5:00 p.m. Saturday and Sunday or by e-mail to PatientQuestions@PTHomework.com.

Sincerely,

Personal Touch Home-Aides Inc. C/O Personal Touch Holding Corp.



By:

Name: Robert Caione

Title: Chief Executive Officer

FURTHER INFORMATION AND STEPS YOU CAN TAKE

We recommend that you remain vigilant for an incident of fraudulent activity and/or identify theft by monitoring your account statements, explanation of benefits, and free credit monitoring reports closely. We recommend that you obtain a free copy of your credit report from each of the three major credit reporting agencies once every 12 months by visiting <http://www.annualcreditreport.com>, calling toll-free 877-322-8228, or by completing an Annual Credit Report Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348. You can access the request form at <https://www.annualcreditreport.com/requestReport/requestForm.action>.

You can also elect to purchase a copy of your credit report by contacting one of the three national credit-reporting agencies. Contact information for the three national credit-reporting agencies for requesting a copy of your credit report or for general inquiries is provided below:

Equifax
(866) 349-5191
www.equifax.com
P.O. Box 740241
Atlanta, GA 30374

Experian
(888) 397-3742
www.experian.com
P.O. Box 4500
Allen, TX 75013

TransUnion
(800) 888-4213
www.transunion.com
2 Baldwin Place
P.O. Box 1000
Chester, PA 19016

The FTC also suggests that you request that all three credit reports be sent to you, free of charge, for your review. Even if you do not find any suspicious activity on your initial credit reports, the FTC recommends that you check your credit reports periodically.

In some states, you have the right to put a security freeze on your credit file. A security freeze (also known as a credit freeze) makes it harder for someone to open a new account in your name. It is designed to prevent potential creditors from accessing your credit report without your consent. As a result, using a security freeze may interfere with or delay your ability to apply for a new credit card, wireless phone, or any service that requires a credit check. You must separately place a security freeze on your credit file with each credit reporting agency. To place a security freeze, you may be required to provide the consumer reporting agency with information that identifies you including your full name, Social Security number, date of birth, current and previous addresses, a copy of your state-issued identification card, and a recent utility bill, bank statement, or insurance statement. There is no charge to request a security freeze or to remove a security freeze.

If you believe you are the victim of identity theft, you should contact your local law enforcement, Attorney General's Office and/or the Federal Trade Commission. You can file a report or obtain a report from your local law enforcement. You can also obtain from these sources more information about steps that you can take to avoid identify theft and information about fraud alerts and security freezes. Contact information for the Federal Trade Commission is Federal Trade Commission, 600 Pennsylvania Avenue, NW, Washington, DC 20580, 1-877-IDTHEFT(1-877-438-4338), <https://www.ftc.gov/> or <http://www.ftc.gov/idtheft>.

Maryland residents may also wish to review information provided by the Maryland Attorney General on how to avoid identity theft at <http://www.marylandattorneygeneral.gov/Pages/IdentityTheft/default.aspx>, or by sending an email to idtheft@oag.state.md.us, or calling 410-576-6491.

North Carolina residents may wish to review information provided by the North Carolina Attorney General at <http://www.ncdoj.gov/Help-for-Victims/ID-Theft-Victims.aspx>, by calling 877-566-7226, or writing to 9001 Mail Service Center, Raleigh, North Carolina 27699.

Rhode Island residents may request additional information by contacting the Rhode Island, Office of the Attorney General, 150 South Main Street, Providence, Rhode Island 02903, (401) 274-4400. You also have



the right to file or obtain a police report regarding this incident. Approximately fifteen (15) Rhode Island residents were affected in this breach.

New Mexico residents, in addition to the rights set forth above, you have additional rights under the Fair Credit Reporting and Identity Security Act (NMSA 1978, § 56-3A-1).

Massachusetts residents have the right to obtain a police report regarding this incident. If you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it.

ADDITIONAL DETAILS REGARDING YOUR 24-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 agents are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARE™:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
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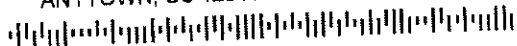
If you believe there was fraudulent use of your information and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent at **877-644-1116**. If, after discussing your situation with an agent, it is determined that Identity Restoration support is needed, then an Experian Identity Restoration agent is available to work with you to investigate and resolve each incident of fraud that occurred (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 this Identity Restoration support is available to you for two years 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. You will also find self-help tips and information about identity protection at this site.

Personal Touch Home-Aides, Inc.
C/O Personal Touch Holding Corp.
1985 Marcus Avenue, Suite 202
Lake Success, NY 111042
718-736-7233

January 28, 2020

F2790-L04-0000007 P001 T00002 *****MIXED AADC 159
SAMPLE A SAMPLE - L04_PTEMPLOYEES_MACT
APT 123
123 ANY ST
ANYTOWN, US 12345-6789



NOTICE OF DATA BREACH

Dear Sample A Sample:

Personal Touch Home-Aides, Inc. C/O Personal Touch Holding Corp., (the "Company") is hereby providing you with a notification regarding a breach that may have affected your personally identifiable information.

WHAT HAPPENED:

On December 1, 2019, the Company was notified by its cloud-hosting provider, Crossroads Technologies Inc., that there was a breach at its Pennsylvania data center, where the Company's electronic medical records are hosted. Although we cannot confirm the extent to which your data was compromised, we are notifying you that the breach occurred, in our efforts to comply with the applicable state data breach notification laws.

WHAT INFORMATION WAS INVOLVED:

Crossroads Technologies, Inc. hosts an electronic medical record system that contains personally identifiable information relating to your work as an employee of this Company. This information includes first and last name, address, telephone numbers, date of birth, Social Security number, clinical licensing number, driver's licenses number, and basic financial information such as I-9s and tax codes. At this time, we cannot confirm to what extent your information was compromised.

WHAT WE ARE DOING:

Upon being notified of a security incident at Crossroads Technologies, Inc., we immediately began working with and corresponding with Crossroads Technologies to stay updated regarding the investigation. During the course of the investigation, Crossroads Technologies, Inc. notified us that they were working with third-party forensic analysts and the Federal Bureau of Investigations to determine the origins and scope of the breach. Pursuant to applicable law, we will be notifying state regulators as required.



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To help protect your identity, we are offering a complimentary two- year membership of Experian's® IdentityWorksSM. This product provides you with superior identity detection and resolution of identity theft. To activate your membership and start monitoring your personal information please follow the steps below:

- Ensure that you enroll by: **5.31.2020** (Your code will not work after this date.)
- Visit the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/credit>
- Provide your activation code: **ABCDEFGHI**

If you have questions about the product, need assistance with identity restoration or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at **877-644-1116** by **5.31.2020**. Be prepared to provide engagement number **DB17556** as proof of eligibility for the identity restoration services by Experian.

WHAT YOU CAN DO:

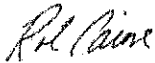
As recommended by the Federal Trade Commission ("FTC"), we recommend that you remain vigilant and monitor your account statements and credit bureau reports closely. The FTC also recommends you place a fraud alert on your credit file. A fraud alert notifies creditors that they must contact you before they open any new accounts or make changes to your existing accounts. As soon as one credit bureau confirms your fraud alert, the others are notified to place fraud alerts. The initial fraud alert stays on your credit report for 90 days. You may renew it after 90 days. Additional information is available at <http://www.annualcreditreport.com>. For more information regarding what you can do, see the "Further Information and Steps You Should Take" guidance attached to this letter.

FOR MORE INFORMATION:

We value your privacy and deeply regret that this breach occurred. We value you as an employee and appreciate the trust you place in **Personal Touch Home-Aides, Inc. C/O Personal Touch Holding Corp.**. Please know that we remain committed to your privacy. For further information and assistance please contact us at our toll free number 877-644-1116 between the hours of 6:00 a.m. and 6:00 p.m. PST, Monday to Friday; 8:00 a.m. and 5:00 p.m. Saturday and Sunday or by e-mail to EmployeeQuestions@PTHomecare.com.

Sincerely,

Personal Touch Home-Aides, Inc. C/O Personal Touch Holding Corp.



By:

Name: Robert Caione

Title: Chief Executive Officer

FURTHER INFORMATION AND STEPS YOU CAN TAKE

We recommend that you remain vigilant for an incident of fraudulent activity and/or identify theft by monitoring your account statements and free credit monitoring reports closely. We recommend that you obtain a free copy of your credit report from each of the three major credit reporting agencies once every 12 months by visiting <http://www.annualcreditreport.com>, calling toll-free 877-322-8228, or by completing an Annual Credit Report Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348. You can access the request form at <https://www.annualcreditreport.com/requestReport/requestForm.action>.

You can also elect to purchase a copy of your credit report by contacting one of the three national credit-reporting agencies. Contact information for the three national credit-reporting agencies for requesting a copy of your credit report or for general inquiries is provided below:

Equifax
(866) 349-5191
www.equifax.com
P.O. Box 740241
Atlanta, GA 30374

Experian
(888) 397-3742
www.experian.com
P.O. Box 4500
Allen, TX 75013

TransUnion
(800) 888-4213
www.transunion.com
2 Baldwin Place
P.O. Box 1000
Chester, PA 19016

The FTC also suggests that you request that all three credit reports be sent to you, free of charge, for your review. Even if you do not find any suspicious activity on your initial credit reports, the FTC recommends that you check your credit reports periodically.

In some states, you have the right to put a security freeze on your credit file. A security freeze (also known as a credit freeze) makes it harder for someone to open a new account in your name. It is designed to prevent potential creditors from accessing your credit report without your consent. As a result, using a security freeze may interfere with or delay your ability to apply for a new credit card, wireless phone, or any service that requires a credit check. You must separately place a security freeze on your credit file with each credit reporting agency. To place a security freeze, you may be required to provide the consumer reporting agency with information that identifies you including your full name, Social Security number, date of birth, current and previous addresses, a copy of your state-issued identification card, and a recent utility bill, bank statement, or insurance statement. There is no charge to request a security freeze or to remove a security freeze.

If you believe you are the victim of identity theft, you should contact your local law enforcement, Attorney General's Office and/or the Federal Trade Commission. You can file a report or obtain a report from your local law enforcement. You can also obtain from these sources more information about steps that you can take to avoid identify theft and information about fraud alerts and security freezes. Contact information for the Federal Trade Commission is Federal Trade Commission, 600 Pennsylvania Avenue, NW, Washington, DC 20580, 1-877-IDTHEFT(1-877-438-4338), <https://www.ftc.gov/> or <http://www.ftc.gov/idtheft>.

Maryland residents may also wish to review information provided by the Maryland Attorney General on how to avoid identity theft at <http://www.marylandattorneygeneral.gov/Pages/IdentityTheft/default.aspx>, or by sending an email to idtheft@oag.state.md.us, or calling 410-576-6491.

North Carolina residents may wish to review information provided by the North Carolina Attorney General at <http://www.ncdoj.gov/Help-for-Victims/ID-Theft-Victims.aspx>, by calling 877-566-7226, or writing to 9001 Mail Service Center, Raleigh, North Carolina 27699.

Rhode Island residents may request additional information by contacting the Rhode Island, Office of the Attorney General, 150 South Main Street, Providence, Rhode Island 02903, (401) 274-4400. You also have



the right to file or obtain a police report regarding this incident. Approximately fifteen (15) Rhode Island residents were affected in this breach.

New Mexico residents, in addition to the rights set forth above, you have additional rights under the Fair Credit Reporting and Identity Security Act (NMSA 1978, § 56-3A-1).

Massachusetts residents have the right to obtain a police report regarding this incident. If you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it.

ADDITIONAL DETAILS REGARDING YOUR 24-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 agents are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARE™:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **Up to \$1 Million Identity Theft Insurance**:** Provides coverage for certain costs and unauthorized electronic fund transfers.

If you believe there was fraudulent use of your information and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent at **877-644-1116**. 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 (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 this Identity Restoration support is available to you for two years 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. You will also find self-help tips and information about identity protection at this site.

Personal Touch Home Care of S.E. Mass., Inc.
C/O Personal Touch Holding Corp.
1985 Marcus Avenue, Ste 202
Lake Success, NY 11042
718-736-7233

January 28, 2020

F2790-L02-0000005 P001 T00002 *****MIXED AADC 159
SAMPLE A SAMPLE - L02_PTPATIENTS_MA
APT 123
123 ANY ST
ANYTOWN, US 12345-6789
|||||

NOTICE OF DATA BREACH

Dear Sample A Sample:

Personal Touch Home Care of S.E. Mass., Inc. C/O Personal Touch Holding Corp., (the "Covered Entity") is hereby providing you with a notification regarding a breach that may have affected your protected health information and other personally identifiable information.

WHAT HAPPENED:

On December 1, 2019, the Covered Entity was notified by its cloud-hosting provider, Crossroads Technologies Inc., that there was a breach at its Pennsylvania data center, where the Covered Entity's electronic medical records are hosted. Crossroads Technologies, Inc. has reported to us that it was the victim of a ransomware attack and that it is investigating the extent of the breach. Although we cannot confirm the extent to which your data was compromised, we are notifying you that the breach occurred, in our efforts to comply with the Health Information Portability and Accountability Act ("HIPAA").

WHAT INFORMATION WAS INVOLVED:

Crossroads Technologies, Inc. hosts an electronic medical record system that contains your protected health information and personally identifiable information. This information includes medical treatment information, insurance card and health plan benefit numbers, medical record numbers, first and last name, address, telephone numbers, date of birth, and Social Security number. At this time, we cannot confirm to what extent your information was compromised.

WHAT WE ARE DOING:

Upon being notified of a security incident at Crossroads Technologies, Inc., we immediately began working with and corresponding with Crossroads Technologies, Inc. to stay updated regarding the investigation. During the course of the investigation, Crossroads Technologies, Inc. notified us that they were working with third-party forensic analysts and the Federal Bureau of Investigations to determine the origins and scope of the breach.



Pursuant to applicable law, we will be notifying the U.S. Department of Health and Human Services, Office of Civil Rights ("OCR"), which is responsible for enforcing the HIPAA Privacy and Security Rules. We will fully comply with OCR to meet requirements of the HIPAA Breach Notification Rule, which requires that patients be notified and will cooperate with regard to any further inquiry they may have. We will also be notifying state regulators as required by law.

To help protect your identity, we are offering a complimentary two-year membership of Experian's® IdentityWorksSM. This product provides you with superior identity detection and resolution of identity theft. To activate your membership and start monitoring your personal information please follow the steps below:

- Ensure that you **enroll by: 5.31.2020** (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/credit>
- Provide your **activation code: ABCDEFGHI**

If you have questions about the product, need assistance with identity restoration or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at 877-644-1116 by 5.31.2020. Be prepared to provide engagement number **DB17556** as proof of eligibility for the identity restoration services by Experian.

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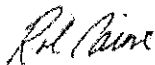
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FOR MORE INFORMATION:

We value your privacy and deeply regret that this breach occurred. We value you as a patient and appreciate the trust you place in **Personal Touch Home Care of S.E. Mass., Inc. C/O Personal Touch Holding Corp.** Please know that we remain committed to your privacy. For further information and assistance please contact us at our toll free number 877-644-1116 between the hours of 6:00 a.m. and 6:00 p.m. PST, Monday to Friday; 8:00 a.m. and 5:00 p.m. Saturday and Sunday or by e-mail to PatientQuestions@PTHomecare.com.

Sincerely,

Personal Touch Home Care of S.E. Mass., Inc. C/O Personal Touch Holding Corp.



By:

Name: Robert Caione

Title: Chief Executive Officer

FURTHER INFORMATION AND STEPS YOU CAN TAKE

We recommend that you remain vigilant for an incident of fraudulent activity and/or identify theft by monitoring your account statements, explanation of benefits, and free credit monitoring reports closely. We recommend that you obtain a free copy of your credit report from each of the three major credit reporting agencies once every 12 months by visiting <http://www.annualcreditreport.com>, calling toll-free 877-322-8228, or by completing an Annual Credit Report Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348. You can access the request form at <https://www.annualcreditreport.com/requestReport/requestForm.action>.

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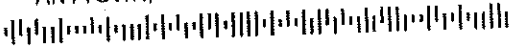
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1985 Marcus Avenue, Suite 202
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718-736-7233

January 28, 2020

F2790-L04-0000005 P001 T00002 *****MIXED AADC 159
SAMPLE A SAMPLE - L04_PTEMPLOYEES_MACT
APT 123
123 ANY ST
ANYTOWN, US 12345-6789


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Dear Sample A Sample:

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WHAT INFORMATION WAS INVOLVED:

Crossroads Technologies, Inc. hosts an electronic medical record system that contains personally identifiable information relating to your work as an employee of this Company. This information includes first and last name, address, telephone numbers, date of birth, Social Security number, clinical licensing number, driver's licenses number, and basic financial information such as I-9s and tax codes. At this time, we cannot confirm to what extent your information was compromised.

WHAT WE ARE DOING:

Upon being notified of a security incident at Crossroads Technologies, Inc., we immediately began working with and corresponding with Crossroads Technologies to stay updated regarding the investigation. During the course of the investigation, Crossroads Technologies, Inc. notified us that they were working with third-party forensic analysts and the Federal Bureau of Investigations to determine the origins and scope of the breach. Pursuant to applicable law, we will be notifying state regulators as required.



F2790-L04

To help protect your identity, we are offering a complimentary two- year membership of Experian's® IdentityWorksSM. This product provides you with superior identity detection and resolution of identity theft. To activate your membership and start monitoring your personal information please follow the steps below:

- Ensure that you enroll by: **5.31.2020** (Your code will not work after this date.)
- Visit the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/credit>
- Provide your activation code: **ABCDEFGHI**

If you have questions about the product, need assistance with identity restoration or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at **877-644-1116** by **5.31.2020**. Be prepared to provide engagement number **DB17556** as proof of eligibility for the identity restoration services by Experian.

WHAT YOU CAN DO:

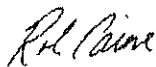
As recommended by the Federal Trade Commission ("FTC"), we recommend that you remain vigilant and monitor your account statements and credit bureau reports closely. The FTC also recommends you place a fraud alert on your credit file. A fraud alert notifies creditors that they must contact you before they open any new accounts or make changes to your existing accounts. As soon as one credit bureau confirms your fraud alert, the others are notified to place fraud alerts. The initial fraud alert stays on your credit report for 90 days. You may renew it after 90 days. Additional information is available at <http://www.annualcreditreport.com>. For more information regarding what you can do, see the "Further Information and Steps You Should Take" guidance attached to this letter.

FOR MORE INFORMATION:

We value your privacy and deeply regret that this breach occurred. We value you as an employee and appreciate the trust you place in **Personal Touch Home Care of S.E. Mass., Inc. C/O Personal Touch Holding Corp.** Please know that we remain committed to your privacy. For further information and assistance please contact us at our toll free number 877-644-1116 between the hours of 6:00 a.m. and 6:00 p.m. PST, Monday to Friday; 8:00 a.m. and 5:00 p.m. Saturday and Sunday or by e-mail to EmployeeQuestions@PTHomecare.com.

Sincerely,

Personal Touch Home Care of S.E. Mass., Inc. C/O Personal Touch Holding Corp.



By:

Name: Robert Caione

Title: Chief Executive Officer

FURTHER INFORMATION AND STEPS YOU CAN TAKE

We recommend that you remain vigilant for an incident of fraudulent activity and/or identify theft by monitoring your account statements and free credit monitoring reports closely. We recommend that you obtain a free copy of your credit report from each of the three major credit reporting agencies once every 12 months by visiting <http://www.annualcreditreport.com>, calling toll-free 877-322-8228, or by completing an Annual Credit Report Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348. You can access the request form at <https://www.annualcreditreport.com/requestReport/requestForm.action>.

You can also elect to purchase a copy of your credit report by contacting one of the three national credit-reporting agencies. Contact information for the three national credit-reporting agencies for requesting a copy of your credit report or for general inquiries is provided below:

Equifax
(866) 349-5191
www.equifax.com
P.O. Box 740241
Atlanta, GA 30374

Experian
(888) 397-3742
www.experian.com
P.O. Box 4500
Allen, TX 75013

TransUnion
(800) 888-4213
www.transunion.com
2 Baldwin Place
P.O. Box 1000
Chester, PA 19016

The FTC also suggests that you request that all three credit reports be sent to you, free of charge, for your review. Even if you do not find any suspicious activity on your initial credit reports, the FTC recommends that you check your credit reports periodically.

In some states, you have the right to put a security freeze on your credit file. A security freeze (also known as a credit freeze) makes it harder for someone to open a new account in your name. It is designed to prevent potential creditors from accessing your credit report without your consent. As a result, using a security freeze may interfere with or delay your ability to apply for a new credit card, wireless phone, or any service that requires a credit check. You must separately place a security freeze on your credit file with each credit reporting agency. To place a security freeze, you may be required to provide the consumer reporting agency with information that identifies you including your full name, Social Security number, date of birth, current and previous addresses, a copy of your state-issued identification card, and a recent utility bill, bank statement, or insurance statement. There is no charge to request a security freeze or to remove a security freeze.

If you believe you are the victim of identity theft, you should contact your local law enforcement, Attorney General's Office and/or the Federal Trade Commission. You can file a report or obtain a report from your local law enforcement. You can also obtain from these sources more information about steps that you can take to avoid identify theft and information about fraud alerts and security freezes. Contact information for the Federal Trade Commission is Federal Trade Commission, 600 Pennsylvania Avenue, NW, Washington, DC 20580, 1-877-IDTHEFT(1-877-438-4338), <https://www.ftc.gov/> or <http://www.ftc.gov/idtheft>.

Maryland residents may also wish to review information provided by the Maryland Attorney General on how to avoid identity theft at <http://www.marylandattorneygeneral.gov/Pages/IdentityTheft/default.aspx>, or by sending an email to idtheft@oag.state.md.us, or calling 410-576-6491.

North Carolina residents may wish to review information provided by the North Carolina Attorney General at <http://www.ncdoj.gov/Help-for-Victims/ID-Theft-Victims.aspx>, by calling 877-566-7226, or writing to 9001 Mail Service Center, Raleigh, North Carolina 27699.

Rhode Island residents may request additional information by contacting the Rhode Island, Office of the Attorney General, 150 South Main Street, Providence, Rhode Island 02903, (401) 274-4400. You also have



the right to file or obtain a police report regarding this incident. Approximately fifteen (15) Rhode Island residents were affected in this breach.

New Mexico residents, in addition to the rights set forth above, you have additional rights under the Fair Credit Reporting and Identity Security Act (NMSA 1978, § 56-3A-1).

Massachusetts residents have the right to obtain a police report regarding this incident. If you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it.

ADDITIONAL DETAILS REGARDING YOUR 24-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 agents are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARE™:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **Up to \$1 Million Identity Theft Insurance**:** Provides coverage for certain costs and unauthorized electronic fund transfers.

If you believe there was fraudulent use of your information and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent at **877-644-1116**. 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 (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 this Identity Restoration support is available to you for two years 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. You will also find self-help tips and information about identity protection at this site.

January 28, 2020

F2790-L02-0000004 P001 T00002 *****MIXED AADC 159
SAMPLE A SAMPLE - L02_PTPATIENTS_MA
APT 123
123 ANY ST
ANYTOWN, US 12345-6789

Dear Sample A Sample:

Personal Touch Home Care of Mass., Inc. C/O Personal Touch Holding Corp., (the "Covered Entity") is hereby providing you with a notification regarding a breach that may have affected your protected health information and other personally identifiable information.

On December 1, 2019, the Covered Entity was notified by its cloud-hosting provider, Crossroads Technologies Inc., that there was a breach at its Pennsylvania data center, where the Covered Entity's electronic medical records are hosted. Crossroads Technologies, Inc. has reported to us that it was the victim of a ransomware attack and that it is investigating the extent of the breach. Although we cannot confirm the extent to which your data was compromised, we are notifying you that the breach occurred, in our efforts to comply with the Health Information Portability and Accountability Act ("HIPAA").

Crossroads Technologies, Inc. hosts an electronic medical record system that contains your protected health information and personally identifiable information. This information includes medical treatment information, insurance card and health plan benefit numbers, medical record numbers, first and last name, address, telephone numbers, date of birth, and Social Security number. At this time, we cannot confirm to what extent your information was compromised.

Upon being notified of a security incident at Crossroads Technologies, Inc., we immediately began working with and corresponding with Crossroads Technologies, Inc. to stay updated regarding the investigation. During the course of the investigation, Crossroads Technologies, Inc. notified us that they were working with third-party forensic analysts and the Federal Bureau of Investigations to determine the origins and scope of the breach.



Pursuant to applicable law, we will be notifying the U.S. Department of Health and Human Services, Office of Civil Rights ("OCR"), which is responsible for enforcing the HIPAA Privacy and Security Rules. We will fully comply with OCR to meet requirements of the HIPAA Breach Notification Rule, which requires that patients be notified and will cooperate with regard to any further inquiry they may have. We will also be notifying state regulators as required by law.

To help protect your identity, we are offering a complimentary two- year membership of Experian's® IdentityWorksSM. This product provides you with superior identity detection and resolution of identity theft. To activate your membership and start monitoring your personal information please follow the steps below:

- Ensure that you **enroll by: 5.31.2020** (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/credit>
- Provide your **activation code: ABCDEFGHI**

If you have questions about the product, need assistance with identity restoration or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at 877-644-1116 by 5.31.2020. Be prepared to provide engagement number **DB17556** as proof of eligibility for the identity restoration services by Experian.

WHAT YOU CAN DO:

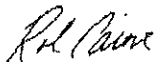
As recommended by the Federal Trade Commission ("FTC"), we recommend that you remain vigilant and monitor your account statements, explanation of benefits, and credit bureau reports closely. The FTC also recommends you place a fraud alert on your credit file. A fraud alert notifies creditors that they must contact you before they open any new accounts or make changes to your existing accounts. As soon as one credit bureau confirms your fraud alert, the others are notified to place fraud alerts. The initial fraud alert stays on your credit report for 90 days. You may renew it after 90 days. Additional information is available at <http://www.annualcreditreport.com>. For more information regarding what you can do, see the "Further Information and Steps You Should Take" guidance attached to this letter.

FOR MORE INFORMATION:

We value your privacy and deeply regret that this breach occurred. We value you as a patient and appreciate the trust you place in **Personal Touch Home Care of Mass., Inc. C/O Personal Touch Holding Corp.** Please know that we remain committed to your privacy. For further information and assistance please contact us at our toll free number 877-644-1116 between the hours of 6:00 a.m. and 6:00 p.m. PST, Monday to Friday; 8:00 a.m. and 5:00 p.m. Saturday and Sunday or by e-mail to PatientQuestions@PTHomecare.com.

Sincerely,

Personal Touch Home Care of Mass., Inc. C/O Personal Touch Holding Corp.



By:

Name: Robert Caione

Title: Chief Executive Officer

FURTHER INFORMATION AND STEPS YOU CAN TAKE

We recommend that you remain vigilant for an incident of fraudulent activity and/or identify theft by monitoring your account statements, explanation of benefits, and free credit monitoring reports closely. We recommend that you obtain a free copy of your credit report from each of the three major credit reporting agencies once every 12 months by visiting <http://www.annualcreditreport.com>, calling toll-free 877-322-8228, or by completing an Annual Credit Report Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348. You can access the request form at <https://www.annualcreditreport.com/requestReport/requestForm.action>.

You can also elect to purchase a copy of your credit report by contacting one of the three national credit-reporting agencies. Contact information for the three national credit-reporting agencies for requesting a copy of your credit report or for general inquiries is provided below:

Equifax
(866) 349-5191
www.equifax.com
P.O. Box 740241
Atlanta, GA 30374

Experian
(888) 397-3742
www.experian.com
P.O. Box 4500
Allen, TX 75013

TransUnion
(800) 888-4213
www.transunion.com
2 Baldwin Place
P.O. Box 1000
Chester, PA 19016

The FTC also suggests that you request that all three credit reports be sent to you, free of charge, for your review. Even if you do not find any suspicious activity on your initial credit reports, the FTC recommends that you check your credit reports periodically.

In some states, you have the right to put a security freeze on your credit file. A security freeze (also known as a credit freeze) makes it harder for someone to open a new account in your name. It is designed to prevent potential creditors from accessing your credit report without your consent. As a result, using a security freeze may interfere with or delay your ability to apply for a new credit card, wireless phone, or any service that requires a credit check. You must separately place a security freeze on your credit file with each credit reporting agency. To place a security freeze, you may be required to provide the consumer reporting agency with information that identifies you including your full name, Social Security number, date of birth, current and previous addresses, a copy of your state-issued identification card, and a recent utility bill, bank statement, or insurance statement. There is no charge to request a security freeze or to remove a security freeze.

If you believe you are the victim of identity theft, you should contact your local law enforcement, Attorney General's Office and/or the Federal Trade Commission. You can file a report or obtain a report from your local law enforcement. You can also obtain from these sources more information about steps that you can take to avoid identify theft and information about fraud alerts and security freezes. Contact information for the Federal Trade Commission is Federal Trade Commission, 600 Pennsylvania Avenue, NW, Washington, DC 20580, 1-877-IDTHEFT(1-877-438-4338), <https://www.ftc.gov/> or <http://www.ftc.gov/idtheft>.

Maryland residents may also wish to review information provided by the Maryland Attorney General on how to avoid identity theft at <http://www.marylandattorneygeneral.gov/Pages/IdentityTheft/default.aspx>, or by sending an email to idtheft@oag.state.md.us, or calling 410-576-6491.

North Carolina residents may wish to review information provided by the North Carolina Attorney General at <http://www.ncdoj.gov/Help-for-Victims/ID-Theft-Victims.aspx>, by calling 877-566-7226, or writing to 9001 Mail Service Center, Raleigh, North Carolina 27699.

Rhode Island residents may request additional information by contacting the Rhode Island, Office of the Attorney General, 150 South Main Street, Providence, Rhode Island 02903, (401) 274-4400. You also have

00000004



the right to file or obtain a police report regarding this incident. Approximately fifteen (15) Rhode Island residents were affected in this breach.

New Mexico residents, in addition to the rights set forth above, you have additional rights under the Fair Credit Reporting and Identity Security Act (NMSA 1978, § 56-3A-1).

Massachusetts residents have the right to obtain a police report regarding this incident. If you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it.

ADDITIONAL DETAILS REGARDING YOUR 24-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:


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- **Up to \$1 Million Identity Theft Insurance**:** Provides coverage for certain costs and unauthorized electronic fund transfers.

If you believe there was fraudulent use of your information and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent at **877-644-1116**. 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 (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 this Identity Restoration support is available to you for two years 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. You will also find self-help tips and information about identity protection at this site.

Personal Touch Home Care of Mass., Inc.
C/O Personal Touch Holding Corp.
1985 Marcus Avenue, Suite 202
Lake Success, NY 111042
718-736-7233

January 28, 2020

F2790-L04-0000004 P001 T00002 *****MIXED AADC 159
SAMPLE A SAMPLE - L04_PTEMPLOYEES_MACT
APT 123
123 ANY ST
ANYTOWN, US 12345-6789


NOTICE OF DATA BREACH

Dear Sample A Sample:

Personal Touch Home Care of Mass., Inc. C/O Personal Touch Holding Corp., (the "Company") is hereby providing you with a notification regarding a breach that may have affected your personally identifiable information.

WHAT HAPPENED:

On December 1, 2019, the Company was notified by its cloud-hosting provider, Crossroads Technologies Inc., that there was a breach at its Pennsylvania data center, where the Company's electronic medical records are hosted. Although we cannot confirm the extent to which your data was compromised, we are notifying you that the breach occurred, in our efforts to comply with the applicable state data breach notification laws.

WHAT INFORMATION WAS INVOLVED:

Crossroads Technologies, Inc. hosts an electronic medical record system that contains personally identifiable information relating to your work as an employee of this Company. This information includes first and last name, address, telephone numbers, date of birth, Social Security number, clinical licensing number, driver's licenses number, and basic financial information such as I-9s and tax codes. At this time, we cannot confirm to what extent your information was compromised.

WHAT WE ARE DOING:

Upon being notified of a security incident at Crossroads Technologies, Inc., we immediately began working with and corresponding with Crossroads Technologies to stay updated regarding the investigation. During the course of the investigation, Crossroads Technologies, Inc. notified us that they were working with third-party forensic analysts and the Federal Bureau of Investigations to determine the origins and scope of the breach. Pursuant to applicable law, we will be notifying state regulators as required.



F2790-L04

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If you have questions about the product, need assistance with identity restoration or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at **877-644-1116** by **5.31.2020**. Be prepared to provide engagement number **DB17556** as proof of eligibility for the identity restoration services by Experian.

WHAT YOU CAN DO:

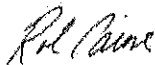
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FOR MORE INFORMATION:

We value your privacy and deeply regret that this breach occurred. We value you as an employee and appreciate the trust you place in **Personal Touch Home Care of Mass., Inc. C/O Personal Touch Holding Corp.** Please know that we remain committed to your privacy. For further information and assistance please contact us at our toll free number 877-644-1116 between the hours of 6:00 a.m. and 6:00 p.m. PST, Monday to Friday; 8:00 a.m. and 5:00 p.m. Saturday and Sunday or by e-mail to EmployeeQuestions@PTHomework.com.

Sincerely,

Personal Touch Home Care of Mass., Inc. C/O Personal Touch Holding Corp.



By:

Name: Robert Caione

Title: Chief Executive Officer

FURTHER INFORMATION AND STEPS YOU CAN TAKE

We recommend that you remain vigilant for an incident of fraudulent activity and/or identify theft by monitoring your account statements and free credit monitoring reports closely. We recommend that you obtain a free copy of your credit report from each of the three major credit reporting agencies once every 12 months by visiting <http://www.annualcreditreport.com>, calling toll-free 877-322-8228, or by completing an Annual Credit Report Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348. You can access the request form at <https://www.annualcreditreport.com/requestReport/requestForm.action>.

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