



HEART  
Return Mail Processing Center  
P.O. Box 6336  
Portland, OR 97228-6336

20029

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<<Country>>

Dear <<Name 1>>:

BioTel Heart<sup>1</sup> is writing to notify you about a recent incident that involves your personal information. We sincerely regret any concern this incident may cause you.

On January 28, 2021, we discovered that a vendor failed to secure certain information about you that was stored online. We immediately took steps to investigate and respond to this incident. Through our investigation, we learned that the information may have been accessible to the public between October 17, 2019 and August 9, 2020. Importantly, there is no evidence to date that your personal information has been misused as a result of this incident. We also confirmed that this incident did not involve information stored by us or our systems.

The affected information included the medical records that the vendor collected from your physician who ordered remote cardiac monitoring services provided by us. These records may have included your name, contact information, date of birth, medical information relevant to our remote cardiac monitoring services (including the name of your prescribing physician, and your diagnoses, diagnostic tests, and treatment), and health insurance information. The records may have also included your Social Security number, even though we do not request or require this information from your physician. Nevertheless, to help you protect your identity, we are providing you with the identity protection services described below at no cost to you.

**What we are doing to protect your information:**

Please be assured that we are taking this incident seriously to help ensure an incident like this does not happen again. We confirmed that as of August 9, 2020, the vendor secured the information it stored online on our behalf. We also terminated the business arrangement with the vendor responsible for this incident and will require the vendor to securely delete all copies of the records after they securely provide them to us.

To help protect your identity, we are offering a complimentary two-year membership of Equifax<sup>®</sup> Credit Watch<sup>™</sup> Gold, which includes credit monitoring and identity restoration services. You can enroll in these complimentary services by following these steps:

1. ENROLL by: <<Enrollment Deadline>> (Your code will not work after this date)
2. VISIT the Equifax<sup>®</sup> website to enroll: [www.myservices.equifax.com/tri](http://www.myservices.equifax.com/tri)
3. PROVIDE the Activation Code: <<Activation Code>>

Also, please refer to the "Information About Identity Theft Protection" document for additional enrollment instructions and more information.

**What you can do to protect your information:**

Please be on the look-out for any scams that ask you to provide your personal information in connection with this incident. We and Equifax will NOT call you or send you any email messages asking for your personal information or credit card information in relation to this incident, or send you any email messages asking you to "click" on any links to activate identity protection services. You should not provide information in response to any such calls or email messages, and you should not click on any links within any such email messages. The ONLY ways to contact Equifax or to set up the credit monitoring services we have obtained for you are set forth in this letter.

<sup>1</sup> BioTel Heart also does business as Lifewatch Services Inc. and CardioNet, LLC.

Again, at this time, there is no evidence to date that your personal information has been misused as a result of this incident. However, we encourage you to take full advantage of the identity protection services. You will find additional details about the services in the enclosed "Information About Identity Theft Protection" document.

We sincerely apologize for the inconvenience and concern this incident may cause you. If you have any questions regarding this incident, please call 855-654-0879, Monday through Friday, 9:00 a.m. to 9:00 p.m. Eastern Time. (Closed on U.S. observed holidays.)

Sincerely,

A handwritten signature in black ink that reads "A. Broadway". The signature is stylized and includes a small flourish at the end.

Andy Broadway  
President  
1000 Cedar Hollow Rd., Suite 102  
Malvern, PA 19355  
<<Variable Data 2 - Phone #>>

Enclosure

## Information About Identity Theft Protection

**Remain Vigilant.** We recommend that you regularly review statements from your accounts and periodically obtain your credit report from one or more of the national credit reporting companies. You may obtain a free copy of your credit report online at [www.annualcreditreport.com](http://www.annualcreditreport.com), by calling toll-free 1-877-322-8228, or by mailing an Annual Credit Report Request Form (available at [www.annualcreditreport.com](http://www.annualcreditreport.com)) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281. Purchase a copy of your credit report from the national credit reporting agencies listed below.

Equifax: P.O. Box 740241, Atlanta, GA 30374, 1-866-349-5191, [www.equifax.com](http://www.equifax.com)

Experian: P.O. Box 2002, Allen, TX 75013, 1-866-200-6020, [www.experian.com](http://www.experian.com)

TransUnion: P.O. Box 1000, Chester, PA 19016, 1-800-888-4213, [www.transunion.com](http://www.transunion.com)

When you receive your credit reports, review them carefully. Look for accounts or creditor inquiries that you do not recognize. Look for inaccurate information, such as home address or Social Security number. If you see anything you do not understand or that looks incorrect, call the credit reporting agency at the telephone number on the report.

We recommend you vigilantly review your account statements and credit reports and promptly report any suspicious activity or suspected identity theft to law enforcement authorities, including local law enforcement, your state's attorney general and/or the Federal Trade Commission (FTC). You may contact the FTC or your state's regulatory authority to obtain information about avoiding identity theft. Contact the FTC at Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580, 1-877-IDTHEFT (438-4338), [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft).

**For North Carolina residents:** You may obtain information about preventing and avoiding identity theft from the North Carolina Attorney General's Office: North Carolina Attorney General's Office, Consumer Protection Division, 9001 Mail Service Center, Raleigh, NC 27699, 1-877-5-NO-SCAM (66-7226), <https://ncdoj.gov>.

**Fraud Alerts:** You can place two types of fraud alerts on your credit report to notify creditors: an initial alert and an extended alert. You may place an initial fraud alert on your credit report if you suspect you have been, or are about to be, a victim of identity theft. An initial fraud alert lasts for one year. You may place an extended alert on your credit report by mail if you have been a victim of identity theft with the appropriate documentary proof. An extended fraud alert lasts for seven years. You can place a fraud alert on your credit report by calling the toll-free fraud number or visiting the website of any of the three national credit reporting agencies listed below. You only need to notify one agency, because it must notify the other two agencies.

Equifax: 1-866-349-5191, [www.equifax.com/personal/education/identity-theft/fraud-alert-security-freeze-credit-lock/](http://www.equifax.com/personal/education/identity-theft/fraud-alert-security-freeze-credit-lock/)

Experian: 1-888-397-3742, <https://www.experian.com/fraud/center.html>

TransUnion: 1-800-680-7289, <https://www.transunion.com/fraud-alerts>

**Credit Freezes:** You may put a credit freeze, also known as a security freeze, on your credit file so that no new credit can be opened in your name without the use of a PIN number and/or password that may be issued to you when you initiate a freeze. A credit freeze is designed to prevent potential credit grantors from accessing your credit report without your consent. If you place a credit freeze, potential creditors and other third parties will not be able to access your credit report unless you lift the freeze. Therefore, using a credit freeze may delay your ability to obtain credit. There is no fee to place, lift and/or remove a credit freeze. *Unlike a fraud alert, you must separately place a credit freeze on your credit file at each credit reporting agency.* Contact the three major credit reporting agencies to place a credit freeze and learn more information:

Equifax Security Freeze  
P.O. Box 105788  
Atlanta, GA 30348  
800-349-9960  
<https://www.equifax.com/personal/credit-report-services/>

Experian Security Freeze  
P.O. Box 9554  
Allen, TX 75013  
888-397-3742  
<https://www.experian.com/freeze/center.html>

TransUnion Security Freeze  
P.O. Box 160  
Woodlyn, PA 19094  
888-909-8872  
<https://www.transunion.com/credit-freeze>

You can obtain more information about fraud alerts and credit freezes by contacting the FTC or one of the national credit reporting agencies listed above.

## **Equifax® Credit Watch™ Gold Product Features and Enrollment Instructions Product Features**

Equifax® Credit Watch™ Gold with 3-in-1 Credit Monitoring provides you with the following key features:

- 3-Bureau credit file monitoring<sup>2</sup> and alerts of key changes to your Equifax®, Transunion®, and Experian® credit reports.
- One Equifax 3-Bureau credit report.
- Automatic Fraud Alerts<sup>3</sup> with a fraud alert, potential lenders are encouraged to take extra steps to verify your ID before extending credit.
- Wireless alerts (available online only), data charges may apply.
- Access to your Equifax® credit report.
- Up to \$1 million of identity theft insurance<sup>4</sup>.
- Live agent customer service available at 1-866-640-2273, 7 days a week from 8 a.m. to 3 a.m. (Eastern Time).

**Identity Restoration.** If you become a victim of identity theft, an Equifax identity restoration specialist will work on your behalf to help you restore your identity. To be eligible for Identity Restoration, you must complete the enrollment process for the subscription offer by the enrollment deadline in your letter. Call the phone number listed in your online member center for assistance.

### **Enrollment Instructions**

To sign up online for online delivery go to [www.myservices.equifax.com/tri](http://www.myservices.equifax.com/tri).

1. **Welcome Page:** Enter the Activation Code provided in your letter and click the "Submit" button.
2. **Register:** Complete the form with your contact information (name, gender, home address, date of birth, Social Security number and telephone number) and click the "Continue" button.
3. **Create Account:** Complete the form with your email address, create a User Name and Password, review the Terms of Use and then check the box to accept and click the "Continue" button.
4. **Verify ID:** The system will then ask you up to four security questions to verify your identity. Please answer the questions and click the "Submit Order" button.
5. **Order Confirmation:** This page shows you your completed enrollment. Please click the "View My Product" button to access the product features.

To sign up for US Mail delivery of credit reports and alerts, dial 1-866-937-8432.

1. **Activation Code:** You will be asked to enter your Activation Code provided in your letter.
2. **Customer Information:** You will be asked to enter your home telephone number, home address, name, date of birth and Social Security Number.
3. **Permissible Purpose:** You will be asked to provide Equifax with your permission to access your credit file and to monitor your file. Without your agreement, Equifax cannot process your enrollment.
4. **Order Confirmation:** Equifax will provide a confirmation number with an explanation that you will receive your Fulfillment Kit via the US Mail (when Equifax is able to verify your identity) or a Customer Care letter with further instructions (if your identity can not be verified using the information provided). Please allow up to 10 business days to receive this information.

<sup>2</sup> Credit monitoring from Experian® and Transunion® will take several days to begin.

<sup>3</sup> The Automatic Fraud Alert feature is made available to consumers by Equifax Information Services LLC and is fulfilled by Equifax Consumer Services LLC.

<sup>4</sup> Identity theft insurance is underwritten by American Bankers Insurance Company of Florida or its affiliates. The description herein is a summary and intended for informational purposes only and does not include all terms, conditions and exclusions of the policies described. Please refer to the actual policies for terms, conditions and exclusions of coverage. Coverage may not be available in all jurisdictions.