

22069

ELECTROMED, INC.

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

<<first_name>> <<middle_name>> <<last_name>> <<suffix>>
<<address_1>>
<<address_2>>
<<city>>, <<state_province>> <<postal_code>>
<<country>>

Dear <<first_name>> <<middle_name>> <<last_name>> <<suffix>>,

Electromed, Inc. is committed to protecting the privacy and security of our Associates' information. We are writing to inform you about an incident that may have involved certain of your personal information.

On June 16, 2021, we determined that an unauthorized third party gained access to a limited number of Electromed's files. Upon discovery, we immediately initiated an investigation and hired third-party cybersecurity experts to assist us in investigating the source and scope of the unauthorized activity, and to further secure our systems. We also notified law enforcement. From the investigation, we determined that the unauthorized third party accessed certain files containing personal information for a limited number of individuals. Those files included certain personal information, including some of your personal information, such as your first and last name, full mailing address, and Social Security number.

To date, we have no indication that any of this information has been used inappropriately, and we have not received any reports of identity theft associated with this incident. However, we value our relationship with you, and we have secured the services of Kroll to provide identity monitoring at no cost to you for two years. Kroll is a global leader in risk mitigation and response, and their team has extensive experience helping people who have sustained an unintentional exposure of confidential data. Your identity monitoring services include Credit Monitoring, Fraud Consultation, and Identity Theft Restoration.

Below are some additional proactive steps you may consider to help protect your identity.

- **Remain vigilant** – We encourage you to remain vigilant by reviewing your account statements and free credit reports.
 - If you discover errors or suspicious activity on your credit card account, you should immediately contact the credit card company and inform them that you have received this letter. Confirm the address they have on file for you is your current address, and that all charges on the account are legitimate.
 - To obtain an annual free copy of your credit reports, visit www.annualcreditreport.com or call 1-877-322-8228. Review your credit reports carefully for inquiries from companies you did not contact, accounts you did not open or debts on your accounts that you do not recognize. Also make sure to verify the accuracy of your Social Security Number, address(es), complete name and employer(s) information. If information on a report is incorrect, notify the credit bureau directly using the telephone number on the report. Additional contact information for the major credit bureaus is as follows:

Equifax
P.O. Box 740241
Atlanta, GA 30374
1-866-349-5191
www.equifax.com

Experian
P.O. Box 9701
Allen, TX 75013
1-888-397-3742
www.experian.com

TransUnion
P.O. Box 2000
Chester, PA 19016
1-800-916-8800
www.transunion.com

- **Consider placing a fraud alert or security freeze on your credit file** – Credit bureaus have tools you can use to protect your credit, including fraud alerts and security freezes.
 - A fraud alert is a cautionary flag, which is placed on your credit file to notify lenders and others that they should take special precautions to ensure your identity before extending credit. Although this may cause

some short delay if you are the one applying for credit, it might protect against someone else obtaining credit in your name. Call any one of the three credit reporting agencies at the numbers below to place fraud alerts with all three of the agencies.

Equifax
1-866-349-5191

Experian
1-888-397-3742

TransUnion
1-800-916-8800

- A security freeze is a more dramatic step that will prevent lenders and others from accessing your credit report entirely, which will prevent them from extending credit. With a security freeze in place, even you will need to take special steps when applying for credit. A security freeze may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit mortgages, employment, housing or other services. A security freeze will need to be obtained separately from each credit reporting agency. You must contact each credit agency separately to order a security freeze. You can obtain more information by visiting the credit bureaus at the following addresses.

Equifax – <https://www.equifax.com/personal/credit-report-services/credit-freeze/>

Experian – http://www.experian.com/consumer/security_freeze.html

TransUnion – <http://www.transunion.com/personal-credit/credit-disputes/credit-freezes.page>

- There is no fee to freeze or unfreeze your credit. In order to place a security freeze, you may be required to provide the credit-reporting agency with information that identifies you including your full name, Social Security number, date of birth, and current and previous addresses.
- Pursuant to Massachusetts law, you also maintain the ability to obtain a police report.
- You can obtain more information about fraud alerts, security freezes, and other options available to you by visiting or calling the Federal Trade Commission using the contact information below.

Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, DC 20580
(202) 326-2222
<https://www.ftc.gov/>

- **Report suspicious activity** – If you believe you are the victim of fraud or identity theft, file a police report and get a copy of the report to submit to your creditors and others that may require proof of a crime to clear up your records. The report may also provide you with access to services that are free to identity theft victims.

Activate your complimentary credit monitoring –

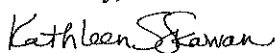
Visit <https://enroll.krollmonitoring.com> to activate and take advantage of your identity monitoring services.

You have until November 15, 2021 to activate your identity monitoring services.

Membership Number: <<Membership Number s_n>>

Protecting the privacy of your personal information is important to us, and we regret any inconvenience this incident may cause you. To help prevent a similar incident from occurring in the future, Electromed is continuing to take steps to enhance the security of our systems, including by reviewing our security protocols and processes, and enhancing employee training and education. Should you have any questions or concerns, please call 1-855-623-1962, Monday through Friday, between 8:00 a.m. and 5:30 p.m. Central Time, excluding major U.S. holidays.

Sincerely,



Kathleen S. Skarvan,
President and CEO, Director
Electromed, Inc.



TAKE ADVANTAGE OF YOUR IDENTITY MONITORING SERVICES

You have been provided with access to the following services 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 will be able to help you determine if it is 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 will be able to dig deep to uncover the scope of the identity theft, and then work to resolve it.

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.

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Dear <<first_name>> <<middle_name>> <<last_name>> <<suffix>>,

Electromed, Inc. is committed to protecting the privacy and security of our customers' information. We are writing to inform you about an incident that may have involved certain of your protected health information.

On June 16, 2021, we determined that an unauthorized third party gained access to a limited number of Electromed's files. Upon discovery, we immediately initiated an investigation and hired third-party cybersecurity experts to assist us in investigating the source and scope of the unauthorized activity, and to further secure our systems. We also notified law enforcement. From the investigation, we determined that the unauthorized third party accessed certain files containing information about purchase transactions you engaged in with Electromed. Those files included some of your protected health information, such as your first and last name, full mailing address, medical, and health insurance information.

To date, we have no indication that any of this information has been used inappropriately, and we have not received any reports of identity theft associated with this incident. However, we value our relationship with you, and we have secured the services of Kroll to provide identity monitoring at no cost to you for one year. Kroll is a global leader in risk mitigation and response, and their team has extensive experience helping people who have sustained an unintentional exposure of confidential data. Your identity monitoring services include Credit Monitoring, Fraud Consultation, and Identity Theft Restoration.

Below are some additional proactive steps you may consider to help protect your identity.

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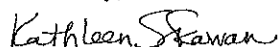
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