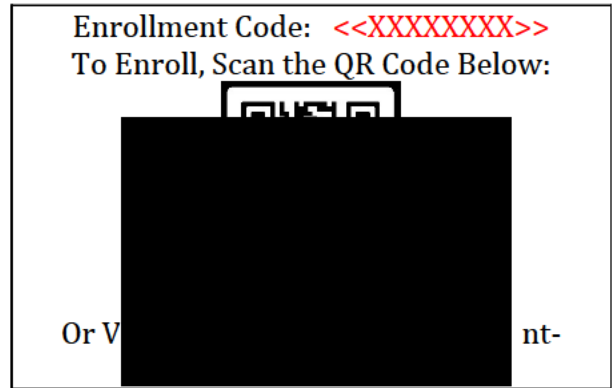


Address1  
Address2  
City, State, Zip Code

Date (Format: Month Day, Year)



**Notice of Paycor Data Breach**

Dear Recipient's FirstName and Last Name,

We are writing to make you aware of a Paycor security incident that affected your personal information. Paycor is MED-EL's payroll support vendor. MED-EL did not experience a security issue; this matter affected Paycor, which had access to information about you due to the services it provided to MED-EL.

**What Happened?**

Paycor contacted its customers, including MED-EL, and notified them that Paycor had identified unusual activity within the file transfer software Paycor uses, a product called MOVEit. Although Paycor discovered the unusual activity on May 31, 2023, it waited months to inform MED-EL and was not able to confirm whether MED-EL was affected. From the time we were first notified, we made repeated efforts to obtain more information from Paycor, including confirmation that MED-EL was affected. While Paycor's investigation was pending, on October 24, 2023, we notified all our current employees that the Paycor security incident may have impacted MED-EL. On November 30, 2023, Paycor notified us that MED-EL was affected, and identified your personal information among the information impacted by this incident.

**What Information Was Involved?**

Paycor has advised us that the affected personal information included your full name, date of birth, and Social Security number.

**What We Are Doing.**

Although MED-EL's own systems were not impacted, we are coordinating with Paycor to ensure this incident is addressed and remediated.

To help protect your identity, we are offering identity theft protection services through IDX, A ZeroFox Company, the data breach and recovery services expert. IDX identity protection services include: 24 months of Credit and CyberScan monitoring, a \$1,000,000 insurance reimbursement policy, and fully managed identity theft recovery services. With this protection, IDX will help you resolve issues if your identity is compromised. We encourage you to enroll in free IDX identity protection services by going to <https://app.idx.us/account-creation/protect>, calling 1-800-939-4170, or scanning the QR image and using the Enrollment Code provided above. IDX representatives are available Monday through Friday from 9 am – 9 pm Eastern Time. **Please note the deadline to enroll is April 4, 2024.**

**What You Can Do.**



Please review the enclosed "Additional Resources" document. This document provides instructions on how to enroll in IDX identity protection services. It also describes additional steps you can take to help protect yourself, such as place a security freeze on your credit report.

**For More Information.**

We sincerely regret you were impacted by this event. If you have questions, please contact:

- John Joyce, by phone at 919-314-1425 or by email at [john.joyce@medel.com](mailto:john.joyce@medel.com); or
- Andrea Maeder, by phone at 919-314-4001 or by email at [andrea.maeder@medel.com](mailto:andrea.maeder@medel.com).

Sincerely,

*Poonam Khullar*

Poonam Khullar  
Compliance Manager  
MED-EL Corporation, USA

### Additional Resources

These additional resources are provided to assist you to identify measures you may take to help protect yourself and your information. For example, this information includes contact details for the Federal Trade Commission and credit reporting agencies, from which you can obtain information about fraud alerts and security freezes.

#### **Enroll in Free IDX Identity Protection Services:**

*Website and Enrollment.* Scan the QR image above or go to <https://app.idx.us/account-creation/protect> and follow the instructions for enrollment using your Enrollment Code provided at the top of the letter.

*Activate the credit monitoring* provided as part of your IDX identity protection membership. The monitoring included in the membership must be activated to be effective. Note: You must have established credit and access to a computer and the internet to use this service. If you need assistance, IDX will be able to assist you.

If you discover any suspicious items and have enrolled in IDX identity protection, notify them immediately by calling or by logging into the IDX website and filing a request for help.

If you file a request for help or report suspicious activity, you will be contacted by a member of our ID Care team who will help you determine the cause of the suspicious items. In the unlikely event that you fall victim to identity theft as a consequence of this incident, you will be assigned an ID Care Specialist who will work on your behalf to identify, stop and reverse the damage quickly.

**Right to Obtain a Police Report:** Under Massachusetts law, you have the right to obtain any police report filed in regard to this Paycor 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.

**Security Freeze:** You may also place a security freeze on your credit reports, free of charge. A security freeze prohibits a credit reporting agency from releasing any information from a consumer's credit report without written authorization. However, please be aware that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit mortgages, employment, housing or other services. Under federal law, you cannot be charged to place, lift, or remove a security freeze.

You must place your request for a freeze with each of the three major consumer reporting agencies: Equifax ([www.equifax.com](http://www.equifax.com)); Experian ([www.experian.com](http://www.experian.com)); and TransUnion ([www.transunion.com](http://www.transunion.com)). To place a security freeze on your credit report, you may send a written request by regular, certified or overnight mail at the addresses below. You may also place a security freeze through each of the consumer reporting agencies' websites or over the phone, using the contact information below:

**Equifax Security Freeze**

P.O. Box 105788  
Atlanta, GA 30348  
1-800-349-9960

[https://www.equifax.com/  
personal/credit-report-services/](https://www.equifax.com/personal/credit-report-services/)

**Experian Security Freeze**

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

[https://www.experian.com/  
freeze/center.html](https://www.experian.com/freeze/center.html)

**TransUnion Security Freeze**

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

[https://www.transunion.com/  
credit-freeze](https://www.transunion.com/credit-freeze)

In order to request a security freeze, you will need to provide some or all of the following information to the credit reporting agency, depending on whether you do so online, by phone, or by mail:

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, the addresses where you have lived over the prior five years;
5. Proof of current address, such as a current utility bill, telephone bill, rental agreement, or deed;
6. A legible photocopy of a government issued identification card (state driver's license or ID card, military identification, etc.);
7. Social Security Card, pay stub, or W2;
8. 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.

The credit reporting agencies have one (1) to three (3) business days after receiving your request to place a security freeze on your credit report, based upon the method of your request. The credit bureaus must also send written confirmation to you within five (5) business days and provide you with a unique personal identification number (PIN) or password (or both) that can be used by you to authorize the removal or lifting of the security freeze. It is important to maintain this PIN/password in a secure place, as you will need it to lift or remove the security freeze.

To lift the security freeze in order to allow a specific entity or individual access to your credit report, you must make a request to each of the credit reporting agencies by mail, through their website, or by phone (using the contact information above). You must provide proper identification (including name, address, and social security number) and the PIN number or password provided to you when you placed the security freeze, as well as the identities of those entities or individuals you would like to receive your credit report. You may also temporarily lift a security freeze for a specified period of time rather than for a specific entity or individual, using the same contact information above. The credit bureaus have between one (1) hour (for requests made online) and three (3) business days (for request made by mail) after receiving your request to lift the security freeze for those identified entities or for the specified period of time.

To remove the security freeze, you must make a request to each of the credit reporting agencies by mail, through their website, or by phone (using the contact information above). You must provide proper identification (name, address, and social security number) and the PIN number or password provided to you when you placed the security freeze. The credit bureaus have between one (1) hour (for requests made online) and three (3) business days (for requests made by mail) after receiving your request to remove the security freeze.

**Review account statements and notify law enforcement of suspicious activity:** As a precautionary measure, we recommend you remain vigilant for incidents of fraud and identity theft, including by reviewing your account statements and credit reports closely. If you detect any suspicious activity on an account, you should promptly notify the financial institution or company with which the account is maintained. You can also report fraudulent activity or any suspected incidents of identity theft to proper law enforcement authorities, your state attorney general, and/or the Federal Trade Commission (FTC).

**FTC and State Attorneys General Offices:** If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should immediately contact the FTC and/or the Attorney General's office in your home state. You may also contact these agencies for information on how to prevent or minimize the risks of identity theft.

You may contact the FTC at: Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580, [www.ftc.gov/bcp/edu/microsites/idtheft/](http://www.ftc.gov/bcp/edu/microsites/idtheft/), 1-877-IDTHEFT (438-4338).

**Credit Reporting Agencies:** You may obtain a free copy of your credit report from each of the three

major credit reporting agencies once every 12 months by visiting [www.annualcreditreport.com](http://www.annualcreditreport.com), calling toll-free 1-877-322-8228, 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 also can contact one of the following three national credit reporting agencies:

<b>Equifax</b>	<b>Experian</b>	<b>TransUnion</b>
P.O. Box 105851	P.O. Box 9532	P.O. Box 1000
Atlanta, GA 30348	Allen, TX 75013	Chester, PA 19016
1-800-525-6285	1-888-397-3742	1-800-916-8800
<a href="http://www.equifax.com">www.equifax.com</a>	<a href="http://www.experian.com">www.experian.com</a>	<a href="http://www.transunion.com">www.transunion.com</a>

**Fraud Alert:** You may want to consider placing a fraud alert on your credit report. An initial fraud alert is free and stays on your credit file for at least one year. The alert informs creditors of possible fraudulent activity within your report and requests the creditor contact you prior to establishing any accounts in your name. To place a fraud alert on your credit report, contact any of the three credit reporting agencies identified above.

**You also have certain rights under the Fair Credit Reporting Act (FCRA):** These rights include to know what is in your file; to dispute incomplete or inaccurate information; to have consumer reporting agencies correct or delete inaccurate, incomplete, or unverifiable information; as well as other rights. For more information about the FCRA and your rights pursuant to the FCRA, visit [www.consumer.ftc.gov/articles/pdf-0096-fair-credit-reporting-act.pdf](http://www.consumer.ftc.gov/articles/pdf-0096-fair-credit-reporting-act.pdf).