



APRIA HEALTHCARE

26220 Enterprise Court
Lake Forest, CA 92630

September 28, 2012



Sample A. Sample
123 Anystreet
Anytown, US 12345-6789



Important: Health Information Security and Protection Notification

This is **official correspondence from Apria Healthcare, Inc.** (Apria) to inform you of a data security incident. On June 14, 2012, a laptop with password protection and owned by Apria was stolen from an employee's locked vehicle. Since that time, we have been investigating the incident thoroughly with the help of legal, computer, and compliance experts. Unfortunately, we learned that the files on the stolen laptop contained some of our current and past patients' personal information that was given to us as part of providing homecare equipment or service. We recently discovered that this may include your Social Security Number (SSN) and name, and may have included your date of birth and/or other personal or health information. We truly regret that this incident occurred and understand that it may concern you.

While we have no reason to believe that the information has been used by an inappropriate party, we have taken many steps to address the incident and are committed to fully protecting all of your personal information. To prevent this type of incident from happening again, we are retraining our employees, changing certain data storage policies and exploring new technologies to further protect company data.

To help you monitor the situation, Apria is providing **free** coverage by Experian's ProtectMyID™ Alert program for one year. This product helps detect possible misuse of your personal information and provides you with superior identity protection services. Once your ProtectMyID membership is activated, your credit report will be monitored daily for 50 leading indicators of identity theft. You'll receive periodic Credit Alerts from ProtectMyID on any key changes in your credit report.

In the unlikely case that identity theft is detected, ProtectMyID will assign a dedicated U.S.-based Identity Theft Resolution Agent who will walk you through the process of fraud resolution from start to finish.

Activate Your Free ProtectMyID Service now in Three Easy Steps:

1. **ENROLL** by November 30, 2012
2. **VISIT** the ProtectMyID Web Site: <http://www.protectmyid.com/redeem> or **CALL** 888-451-6562 to enroll
3. **PROVIDE** Your Personal Activation Code: 999999999

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For added protection, once you enroll, you will receive ExtendCARE™, which provides you with the same high level of Fraud Resolution support even after your ProtectMyID membership has expired after one year, at no additional cost to you.

Activate your membership today at <http://www.protectmyid.com/redeem> or call 888-451-6562 to register with the activation code found on page 1.

Once your enrollment in ProtectMyID is complete, you should carefully review your credit report for inaccurate or suspicious items. **If you have any questions about ProtectMyID, need help understanding your credit report, or suspect that an item on it may be fraudulent, please contact Experian's customer care team at 888-451-6562.** Please note that you will be asked to provide your SSN in order to confirm your identity and enroll you in the program.

Other steps you may take include:

Checking your credit and similar accounts frequently over the next few years.

Notifying one of the three national credit reporting agencies to place a fraud alert, which will aid in preventing new credit accounts from being opened without your permission:

Credit Reporting Agency	Telephone Number	Website	Postal Address
Equifax	1-800-685-1111	www.equifax.com	P.O. Box 740241 Atlanta, GA 30374
Experian	1-888-397-3742	www.experian.com	P.O. Box 2104 Allen, TX 75013
TransUnion	1-800-680-7289	www.transunion.com	P.O. Box 6790 Fullerton, CA 92834

Contacting the Federal Trade Commission, Consumer Response Center, 1-877-438-4338, Room 130-B, 600 Pennsylvania Avenue, N.W. Washington, D.C., 20580, (<http://www.ftc.gov/bcp/menus/consumer/data.shtm>) which can provide additional advice regarding how to protect your personal information.

Notifying law enforcement or the office of your state Attorney General if you suspect that your personal information has been used fraudulently.

Although Experian's customer care team can answer most inquiries about this incident, for specific inquiries, please email Apria's Compliance/Legal group at Contact_Us@apria.com or contact us by mail at the following address: Apria Healthcare, Attention: HIPAA Privacy Officer, 26220 Enterprise Court, Lake Forest, CA 92630.

We sincerely apologize for this incident, regret any inconvenience it may cause you, and encourage you to take advantage of the Experian monitoring service.

Sincerely,



Doreen Bellucci
Vice President and Associate General Counsel