



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

<<first\_name>> <<middle\_name>> <<last\_name>> <<suffix>>  
<<address\_1>>  
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<<city>>, <<state\_province>> <<postal\_code>>  
<<country>>

### **Notice of Data Breach**

To <<first\_name>> <<middle\_name>> <<last\_name>> <<suffix>>:

Bako Diagnostics (“BakoDx”) is committed to protecting the privacy and security of personal information that we receive and maintain. We are writing to inform you of a data security incident that may have affected your personal information. BakoDx provides laboratory services focused on skin, tissue and bone to healthcare providers from which you may have received services. This letter provides information about the incident and resources available to you.

#### **What happened?**

On December 28, 2021, we discovered potential unauthorized activity in our computer network. Upon discovery of this activity, BakoDx immediately took steps to prevent any further unauthorized activity and engaged a national forensic firm to investigate the incident and assist with remediation efforts. Although our investigation is ongoing, we have determined that an unauthorized third party was able to access certain systems that contained personal information and remove some data between December 21 and 28, 2021. As a result of our review, we believe that your information may have been involved.

#### **What information may have been involved?**

Not all data elements may have been involved for all individuals. Depending upon the individual, personal information may have included one or more of the following elements: (1) information to identify and contact you, such as full name, date of birth, address, telephone number, and email address; (2) Social Security number, driver’s license number, and/or state ID number; (3) health insurance information, such as name of insurer, plan and/or group number, and member number; (4) medical information, such as medical record number, dates of service, provider and facility names, and specimen or test information; and (5) billing and claims information, including financial account information.

#### **What we are doing.**

BakoDx takes the security of personal information very seriously. As soon as we discovered the incident, we promptly launched a forensic investigation, contacted law enforcement, and took steps to remediate the incident and prevent further unauthorized activity. In response to this incident, we have also enhanced our security and monitoring capabilities as well as hardened our systems as appropriate to minimize the risk of any similar incident in the future.

We have also arranged to offer you credit monitoring services for a period of 12 months, at no cost to you, through Kroll. Kroll is a global leader in risk mitigation and response. You have until <<b2b\_text\_6 (Activation Deadline)>> to activate these services. Instructions on how to activate these services are included in the attached Reference Guide.

#### **What you can do.**

In addition to activating the complimentary credit monitoring services, the enclosed Reference Guide includes additional information on general steps you can take to monitor and protect your personal information. Please review the enclosed Reference Guide. We also encourage you to carefully review credit reports and statements sent from healthcare providers and financial institutions as well as your insurance company to ensure that all of your account activity is valid. Any questionable charges should be promptly reported to the company with which you maintain the account.

#### **For more information**

If you have any questions about this matter or would like additional information (including which types of your data may have been involved), please visit [AddINoticeInfo.kroll.com](http://AddINoticeInfo.kroll.com) or call toll-free 1-855-568-2161. This call center is open from 9 am – 6:30 pm Eastern Time, Monday through Friday, except major U.S. holidays. We regret that this incident occurred and apologize for any inconvenience this incident may have caused you.

Sincerely,

Donna Millard  
Chief Compliance Officer

## Reference Guide

### Review Your Account Statements

Carefully review statements sent to you from your healthcare providers, insurance company, and financial institutions to ensure that all of your account activity is valid. Report any questionable charges promptly to the company with which you maintain the account.

### Provide Any Updated Personal Information to Your Health Care Provider

Your health care provider's office may ask to see a photo ID to verify your identity. Please bring a photo ID with you to every appointment if possible. Your provider's office may also ask you to confirm your date of birth, address, telephone, and other pertinent information so that they can make sure that all of your information is up-to-date. Please be sure and tell your provider's office when there are any changes to your information. Carefully reviewing this information with your provider's office at each visit can help to avoid problems and to address them quickly should there be any discrepancies.

### Order Your Free Credit Report

To order your free annual credit report, visit [www.annualcreditreport.com](http://www.annualcreditreport.com), call toll-free at (877) 322-8228, or complete the Annual Credit Report Request Form on the U.S. Federal Trade Commission's ("FTC") website at [www.ftc.gov](http://www.ftc.gov) and mail it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281. The three credit bureaus provide free annual credit reports only through the website, toll-free number or request form.

Upon receiving your credit report, review it carefully. Look for accounts you did not open. Look in the "inquiries" section for names of creditors from whom you have not requested credit. Some companies bill under names other than their store or commercial names; the credit bureau will be able to tell if this is the case. Look in the "personal information" section for any inaccuracies in information (such as home address and Social Security Number).

If you see anything you do not understand, call the credit bureau at the telephone number on the report. Errors may be a warning sign of possible identity theft. You should notify the credit bureaus of any inaccuracies in your report, whether due to error or fraud, as soon as possible so the information can be investigated and, if found to be in error, corrected. If there are accounts or charges you did not authorize, immediately notify the appropriate credit bureau by telephone and in writing. Information that cannot be explained should also be reported to your local police or sheriff's office because it may signal criminal activity.

### How to Activate Kroll Credit and Identity Monitoring Services

As a safeguard, we have arranged for you to activate, at no cost to you, in an online credit monitoring and identity restoration service provided by Kroll. Your identity monitoring services include Credit Monitoring, Fraud Consultation, and Identity Theft Restoration. To activate, follow the instructions below.

We encourage you to take advantage of these protections and remain vigilant for incidents of fraud and identity theft, including regularly reviewing and monitoring your credit reports and account statements.

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

You have until <<b2b\_text\_6 (Activation Deadline)>> to activate your identity monitoring services.

Membership Number: <<Membership Number s\_n>>

The monitoring included in the membership must be activated to be effective. You have until <<b2b\_text\_6 (Activation Deadline)>> to activate these services.

For more information about Kroll and your Identity Monitoring services, you can visit [info.krollmonitoring.com](http://info.krollmonitoring.com).

If you prefer to activate these services offline and receive monitoring alerts via the US Postal Service, you may activate via our automated phone system by calling 1-888-653-0511, Monday through Friday, 8:00 a.m. to 5:30 p.m. Central Time, excluding major U.S. holidays. Please have your membership number located in your letter ready when calling. Please note that to activate monitoring services, you will be required to provide your name, date of birth, and Social Security number through our automated phone system.

### **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.

### **Contact the U.S. Federal Trade Commission**

If you detect any unauthorized transactions in any of your financial accounts, promptly notify the appropriate payment card company or financial institution. If you detect any incidents of identity theft or fraud, promptly report the matter to your local law enforcement authorities, state Attorney General and the FTC.

You can contact the FTC to learn more about how to protect yourself from becoming a victim of identity theft by using the contact information below:

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/)

### **Place a Fraud Alert on Your Credit File**

To protect yourself from possible identity theft, consider placing a fraud alert on your credit file. A fraud alert helps protect against the possibility of an identity thief opening new credit accounts in your name. When a credit grantor checks the credit history of someone applying for credit, the credit grantor gets a notice that the applicant may be the victim of identity theft. The alert notifies the credit grantor to take steps to verify the identity of the applicant. You can place a fraud alert on your credit report by calling any one of the toll-free fraud numbers provided below. You will reach an automated telephone system that allows flagging of your file with a fraud alert at all three credit bureaus.

Equifax	P.O. Box 105069 Atlanta, Georgia 30348	1- 888-766-0008	<a href="http://www.equifax.com">www.equifax.com</a>
Experian	P.O. Box 9554 Allen, Texas 75013	1-888-397-3742	<a href="http://www.experian.com">www.experian.com</a>
TransUnion	P.O. Box 2000 Chester, PA 19016	1-800-680-7289	<a href="http://www.transunion.com">www.transunion.com</a>

### **Security Freezes**

You have the right to request a credit freeze from a consumer reporting agency, free of charge, so that no new credit can be opened in your name without the use of a PIN number that is issued to you when you initiate a freeze. A security freeze is designed to prevent potential credit grantors from accessing your credit report without your consent. If you place a security freeze, potential creditors and other third parties will not be able to get access to your credit report unless you temporarily lift the freeze. Therefore, using a security freeze may delay your ability to obtain credit.

Unlike a fraud alert, you must separately place a security freeze on your credit file at each credit bureau. To place a security freeze on your credit report you must contact the credit reporting agency by phone, mail, or secure electronic means and provide proper identification of your identity. The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past five years; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. The request must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, display your name and current mailing address, and the date of issue.

Below, please find relevant contact information for the three consumer reporting agencies:

Equifax Security Freeze	P.O. Box 105788 Atlanta, GA 30348	1-800-685-1111	<a href="http://www.equifax.com">www.equifax.com</a>
Experian Security Freeze	P.O. Box 9554 Allen, TX 75013	1-888-397-3742	<a href="http://www.experian.com">www.experian.com</a>
TransUnion	P.O. Box 160 Woodlyn, PA 19094	1-888-909-8872	<a href="http://www.transunion.com">www.transunion.com</a>

Once you have submitted your request, the credit reporting agency must place the security freeze no later than 1 business day after receiving a request by phone or secure electronic means, and no later than 3 business days after receiving a request by mail. No later than five business days after placing the security freeze, the credit reporting agency will send you confirmation and information on how you can remove the freeze in the future.

### **For Residents of the District of Columbia**

You may contact the D.C. Attorney General's Office to obtain information about steps to take to avoid identity theft:  
D.C. Attorney General's Office, Office of Consumer Protection, 400 6<sup>th</sup> Street, NW, Washington DC 20001, 1-202-442-9828,  
[www.oag.dc.gov](http://www.oag.dc.gov).

**For Residents of Iowa**

You may contact law enforcement or the Iowa Attorney General's office to report suspected incidents of identity theft. The Iowa Attorney General's Office can be reached at: Iowa Attorney General's Office, Director of Consumer Protection Division, 1305 E. Walnut Street, Des Moines, IA 50319, 1-515-281-5926, [www.iowaattorneygeneral.gov](http://www.iowaattorneygeneral.gov).

**For Residents of Maryland**

You may also obtain information about preventing and avoiding identity theft from the Maryland Office of the Attorney General: Maryland Office of the Attorney General, Consumer Protection Division, 200 St. Paul Place, Baltimore, MD 21202, 1-888-743-0023, <http://www.marylandattorneygeneral.gov/>.

**For Residents of New York**

You may also obtain information about security breach response and identity theft prevention and protection from the New York Attorney General's Office: Office of the Attorney General, The Capitol, Albany, NY 12224-0341, 1-800-771-7755, [www.ag.ny.gov](http://www.ag.ny.gov).

**For Residents of North Carolina**

You may also 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 27699-9001, 1-919-716-6000, [www.ncdoj.gov](http://www.ncdoj.gov).

**For Residents of Oregon**

State laws advise you to report any suspected identity theft to law enforcement, as well as the Federal Trade Commission. Contact information for the Oregon Department of Justice is as follows: Oregon Department of Justice, 1162 Court Street NE, Salem, OR 97301, 1-877-877-9392, [www.doj.state.or.us](http://www.doj.state.or.us).



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#### **What information may have been involved?**

Not all data elements may have been involved for all individuals. Please note that your Social Security number, driver’s license number, and financial information was not involved in this incident. Depending upon the individual, personal information may have included one or more of the following elements: (1) information to identify and contact you, such as full name, date of birth, address, telephone number, and email address; (2) health insurance information, such as name of insurer, plan and/or group number, and member number; (3) medical information, such as medical record number, dates of service, provider and facility names, and specimen or test information; and (4) billing and claims information.

#### **What we are doing.**

BakoDx takes the security of personal information very seriously. As soon as we discovered the incident, we promptly launched a forensic investigation, contacted law enforcement, and took steps to remediate the incident and prevent further unauthorized activity. In response to this incident, we have also enhanced our security and monitoring capabilities as well as hardened our systems as appropriate to minimize the risk of any similar incident in the future.

#### **What you can do.**

The enclosed Reference Guide includes information on general steps you can take to monitor and protect your personal information. Please review the enclosed Reference Guide. We also encourage you to carefully review credit reports and statements sent from healthcare providers and financial institutions as well as your insurance company to ensure that all of your account activity is valid. Any questionable charges should be promptly reported to the company with which you maintain the account.

#### **For more information**

If you have any questions about this matter or would like additional information (including which types of your data may have been involved), please visit [AddNoticeInfo.kroll.com](http://AddNoticeInfo.kroll.com) or call toll-free 1-855-568-2161. This call center is open from 9 am – 6:30 pm Eastern Time, Monday through Friday, except major U.S. holidays. We regret that this incident occurred and apologize for any inconvenience this incident may have caused you.

Sincerely,

Donna Millard  
Chief Compliance Officer

## Reference Guide

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Carefully review statements sent to you from your healthcare providers, insurance company, and financial institutions to ensure that all of your account activity is valid. Report any questionable charges promptly to the company with which you maintain the account.

### Provide Any Updated Personal Information to Your Health Care Provider

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### Order Your Free Credit Report

To order your free annual credit report, visit [www.annualcreditreport.com](http://www.annualcreditreport.com), call toll-free at (877) 322-8228, or complete the Annual Credit Report Request Form on the U.S. Federal Trade Commission's ("FTC") website at [www.ftc.gov](http://www.ftc.gov) and mail it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281. The three credit bureaus provide free annual credit reports only through the website, toll-free number or request form.

Upon receiving your credit report, review it carefully. Look for accounts you did not open. Look in the "inquiries" section for names of creditors from whom you have not requested credit. Some companies bill under names other than their store or commercial names; the credit bureau will be able to tell if this is the case. Look in the "personal information" section for any inaccuracies in information (such as home address and Social Security Number).

If you see anything you do not understand, call the credit bureau at the telephone number on the report. Errors may be a warning sign of possible identity theft. You should notify the credit bureaus of any inaccuracies in your report, whether due to error or fraud, as soon as possible so the information can be investigated and, if found to be in error, corrected. If there are accounts or charges you did not authorize, immediately notify the appropriate credit bureau by telephone and in writing. Information that cannot be explained should also be reported to your local police or sheriff's office because it may signal criminal activity.

### Contact the U.S. Federal Trade Commission

If you detect any unauthorized transactions in any of your financial accounts, promptly notify the appropriate payment card company or financial institution. If you detect any incidents of identity theft or fraud, promptly report the matter to your local law enforcement authorities, state Attorney General and the FTC.

You can contact the FTC to learn more about how to protect yourself from becoming a victim of identity theft by using the contact information below:

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Consumer Response Center  
600 Pennsylvania Avenue, NW  
Washington, DC 20580  
1-877-IDTHEFT (438-4338)  
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Below, please find relevant contact information for the three consumer reporting agencies:

Equifax Security Freeze	P.O. Box 105788 Atlanta, GA 30348	1-800-685-1111	<a href="http://www.equifax.com">www.equifax.com</a>
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You may also obtain information about security breach response and identity theft prevention and protection from the New York Attorney General's Office: Office of the Attorney General, The Capitol, Albany, NY 12224-0341, 1-800-771-7755, [www.ag.ny.gov](http://www.ag.ny.gov).

### **For Residents of North Carolina**

You may also 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 27699-9001, 1-919-716-6000, [www.ncdoj.gov](http://www.ncdoj.gov).

### **For Residents of Oregon**

State laws advise you to report any suspected identity theft to law enforcement, as well as the Federal Trade Commission. Contact information for the Oregon Department of Justice is as follows: Oregon Department of Justice, 1162 Court Street NE, Salem, OR 97301, 1-877-877-9392, [www.doj.state.or.us](http://www.doj.state.or.us).



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

Parent or Guardian of

<<first\_name>> <<middle\_name>> <<last\_name>> <<suffix>>  
<<address\_1>>  
<<address\_2>>  
<<city>>, <<state\_province>> <<postal\_code>>  
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### **Notice of Data Breach**

To the Parent or Guardian of <<first\_name>> <<middle\_name>> <<last\_name>> <<suffix>>:

Bako Diagnostics (“BakoDx”) is committed to protecting the privacy and security of personal information that we receive and maintain. We are writing to inform you of a data security incident that may have affected your child’s personal information. BakoDx provides laboratory services focused on skin, tissue and bone to healthcare providers from which your child may have been a patient and received services. This letter provides information about the incident and resources available for patients potentially involved.

#### **What happened?**

On December 28, 2021, we discovered potential unauthorized activity in our computer network. Upon discovery of this activity, BakoDx immediately took steps to prevent any further unauthorized activity and engaged a national forensic firm to investigate the incident and assist with remediation efforts. Although our investigation is ongoing, we have determined that an unauthorized third party was able to access certain systems that contained personal information and remove some data between December 21 and 28, 2021. As a result of our review, we believe that the patient’s information may have been involved.

#### **What information may have been involved?**

Not all data elements may have been involved for all individuals. Depending upon the individual, personal information may have included one or more of the following elements: (1) information to identify and contact the patient, such as full name, date of birth, address, and telephone number; (2) health insurance information, such as name of insurer, plan and/or group number, and member number; (3) medical information, such as dates of service, provider and facility names, and specimen information; and (4) billing and claims information.

#### **What we are doing.**

BakoDx takes the security of personal information very seriously. As soon as we discovered the incident, we promptly launched a forensic investigation, contacted law enforcement, and took steps to remediate the incident and prevent further unauthorized activity. In response to this incident, we have also enhanced our security and monitoring capabilities as well as hardened our systems as appropriate to minimize the risk of any similar incident in the future.

#### **What you can do.**

The enclosed Reference Guide includes additional information on general steps you can take to monitor and protect the patient’s personal information. Please review the enclosed Reference Guide. We also encourage you to carefully review credit reports and statements sent from healthcare providers and financial institutions as well as the patient’s insurance company to ensure that all account activity is valid. Any questionable charges should be promptly reported to the company which maintains the account.

#### **For more information**

If you have any questions about this matter or would like additional information (including which types of the patient’s data may have been involved), please visit [AddNoticeInfo.krroll.com](http://AddNoticeInfo.krroll.com) or call toll-free 1-855-568-2161. This call center is open from 9 am – 6:30 pm Eastern Time, Monday through Friday, except major U.S. holidays. We regret that this incident occurred and apologize for any inconvenience this incident may have caused you.

Sincerely,

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Chief Compliance Officer



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1-877-IDTHEFT (438-4338)  
[www.ftc.gov/idtheft/](http://www.ftc.gov/idtheft/)

### Place a Fraud Alert on Your Credit File

To protect yourself from possible identity theft, consider placing a fraud alert on your credit file. A fraud alert helps protect against the possibility of an identity thief opening new credit accounts in your name. When a credit grantor checks the credit history of someone applying for credit, the credit grantor gets a notice that the applicant may be the victim of identity theft. The alert notifies the credit grantor to take steps to verify the identity of the applicant. You can place a fraud alert on your credit report by calling any one of the toll-free fraud numbers provided below. You will reach an automated telephone system that allows flagging of your file with a fraud alert at all three credit bureaus.

Equifax	P.O. Box 105069 Atlanta, Georgia 30348	1- 888-766-0008	<a href="http://www.equifax.com">www.equifax.com</a>
Experian	P.O. Box 9554 Allen, Texas 75013	1-888-397-3742	<a href="http://www.experian.com">www.experian.com</a>
TransUnion	P.O. Box 2000 Chester, PA 19016	1-800-680-7289	<a href="http://www.transunion.com">www.transunion.com</a>

## Security Freezes

You have the right to request a credit freeze from a consumer reporting agency, free of charge, so that no new credit can be opened in your name without the use of a PIN number that is issued to you when you initiate a freeze. A security freeze is designed to prevent potential credit grantors from accessing your credit report without your consent. If you place a security freeze, potential creditors and other third parties will not be able to get access to your credit report unless you temporarily lift the freeze. Therefore, using a security freeze may delay your ability to obtain credit.

Unlike a fraud alert, you must separately place a security freeze on your credit file at each credit bureau. To place a security freeze on your credit report you must contact the credit reporting agency by phone, mail, or secure electronic means and provide proper identification of your identity. The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past five years; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. The request must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, display your name and current mailing address, and the date of issue.

Below, please find relevant contact information for the three consumer reporting agencies:

Equifax Security Freeze	P.O. Box 105788 Atlanta, GA 30348	1-800-685-1111	<a href="http://www.equifax.com">www.equifax.com</a>
Experian Security Freeze	P.O. Box 9554 Allen, TX 75013	1-888-397-3742	<a href="http://www.experian.com">www.experian.com</a>
TransUnion	P.O. Box 160 Woodlyn, PA 19094	1-888-909-8872	<a href="http://www.transunion.com">www.transunion.com</a>

Once you have submitted your request, the credit reporting agency must place the security freeze no later than 1 business day after receiving a request by phone or secure electronic means, and no later than 3 business days after receiving a request by mail. No later than five business days after placing the security freeze, the credit reporting agency will send you confirmation and information on how you can remove the freeze in the future.

### **For Residents of the District of Columbia**

You may contact the D.C. Attorney General's Office to obtain information about steps to take to avoid identity theft: D.C. Attorney General's Office, Office of Consumer Protection, 400 6<sup>th</sup> Street, NW, Washington DC 20001, 1-202-442-9828, [www.oag.dc.gov](http://www.oag.dc.gov).

### **For Residents of Iowa**

You may contact law enforcement or the Iowa Attorney General's office to report suspected incidents of identity theft. The Iowa Attorney General's Office can be reached at: Iowa Attorney General's Office, Director of Consumer Protection Division, 1305 E. Walnut Street, Des Moines, IA 50319, 1-515-281-5926, [www.iowaattorneygeneral.gov](http://www.iowaattorneygeneral.gov).

### **For Residents of Maryland**

You may also obtain information about preventing and avoiding identity theft from the Maryland Office of the Attorney General: Maryland Office of the Attorney General, Consumer Protection Division, 200 St. Paul Place, Baltimore, MD 21202, 1-888-743-0023, <http://www.marylandattorneygeneral.gov/>.

### **For Residents of New York**

You may also obtain information about security breach response and identity theft prevention and protection from the New York Attorney General's Office: Office of the Attorney General, The Capitol, Albany, NY 12224-0341, 1-800-771-7755, [www.ag.ny.gov](http://www.ag.ny.gov).

### **For Residents of North Carolina**

You may also 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 27699-9001, 1-919-716-6000, [www.ncdoj.gov](http://www.ncdoj.gov).

### **For Residents of Oregon**

State laws advise you to report any suspected identity theft to law enforcement, as well as the Federal Trade Commission. Contact information for the Oregon Department of Justice is as follows: Oregon Department of Justice, 1162 Court Street NE, Salem, OR 97301, 1-877-877-9392, [www.doj.state.or.us](http://www.doj.state.or.us).



February 25th, 2022

[Redacted]  
CA [Redacted]  
United States

**Notice of Data Breach**

To [Redacted]:

Bako Diagnostics (“BakoDx”) is committed to protecting the privacy and security of personal information that we receive and maintain. We are writing to inform you of a data security incident that may have affected your personal information. BakoDx provides laboratory services focused on skin, tissue and bone to healthcare providers from which you may have received services. This letter provides information about the incident and resources available to you.

**What happened?**

On December 28, 2021, we discovered potential unauthorized activity in our computer network. Upon discovery of this activity, BakoDx immediately took steps to prevent any further unauthorized activity and engaged a national forensic firm to investigate the incident and assist with remediation efforts. Although our investigation is ongoing, we have determined that an unauthorized third party was able to access certain systems that contained personal information and remove some data between December 21 and 28, 2021. As a result of our review, we believe that your information may have been involved.

**What information may have been involved?**

Not all data elements may have been involved for all individuals. Please note that your Social Security number, driver’s license number, and financial information was not involved in this incident. Depending upon the individual, personal information may have included one or more of the following elements: (1) information to identify and contact you, such as full name, date of birth, address, telephone number, and email address; (2) health insurance information, such as name of insurer, plan and/or group number, and member number; (3) medical information, such as medical record number, dates of service, provider and facility names, treatment information, and test results or diagnosis information; and (4) billing and claims information.

**What we are doing.**

BakoDx takes the security of personal information very seriously. As soon as we discovered the incident, we promptly launched a forensic investigation, contacted law enforcement, and took steps to remediate the incident and prevent further unauthorized activity. In response to this incident, we have also enhanced our security and monitoring capabilities as well as hardened our systems as appropriate to minimize the risk of any similar incident in the future.

**What you can do.**

The enclosed Reference Guide includes information on general steps you can take to monitor and protect your personal information. Please review the enclosed Reference Guide. We also encourage you to carefully review credit reports and statements sent from healthcare providers and financial institutions as well as your insurance company to ensure that all of your account activity is valid. Any questionable charges should be promptly reported to the company with which you maintain the account.

**For more information**

If you have any questions about this matter or would like additional information (including which types of your data may have been involved), please visit [AddNoticeInfo.krroll.com](http://AddNoticeInfo.krroll.com) or call toll-free 1-855-568-2161. This call center is open from 9 am – 6:30 pm Eastern Time, Monday through Friday, except major U.S. holidays. We regret that this incident occurred and apologize for any inconvenience this incident may have caused you.

Sincerely,

Donna Millard  
Chief Compliance Officer

## Reference Guide

### Review Your Account Statements

Carefully review statements sent to you from your healthcare providers, insurance company, and financial institutions to ensure that all of your account activity is valid. Report any questionable charges promptly to the company with which you maintain the account.

### Provide Any Updated Personal Information to Your Health Care Provider

Your health care provider's office may ask to see a photo ID to verify your identity. Please bring a photo ID with you to every appointment if possible. Your provider's office may also ask you to confirm your date of birth, address, telephone, and other pertinent information so that they can make sure that all of your information is up-to-date. Please be sure and tell your provider's office when there are any changes to your information. Carefully reviewing this information with your provider's office at each visit can help to avoid problems and to address them quickly should there be any discrepancies.

### Order Your Free Credit Report

To order your free annual credit report, visit [www.annualcreditreport.com](http://www.annualcreditreport.com), call toll-free at (877) 322-8228, or complete the Annual Credit Report Request Form on the U.S. Federal Trade Commission's ("FTC") website at [www.ftc.gov](http://www.ftc.gov) and mail it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281. The three credit bureaus provide free annual credit reports only through the website, toll-free number or request form.

Upon receiving your credit report, review it carefully. Look for accounts you did not open. Look in the "inquiries" section for names of creditors from whom you have not requested credit. Some companies bill under names other than their store or commercial names; the credit bureau will be able to tell if this is the case. Look in the "personal information" section for any inaccuracies in information (such as home address and Social Security Number).

If you see anything you do not understand, call the credit bureau at the telephone number on the report. Errors may be a warning sign of possible identity theft. You should notify the credit bureaus of any inaccuracies in your report, whether due to error or fraud, as soon as possible so the information can be investigated and, if found to be in error, corrected. If there are accounts or charges you did not authorize, immediately notify the appropriate credit bureau by telephone and in writing. Information that cannot be explained should also be reported to your local police or sheriff's office because it may signal criminal activity.

### Contact the U.S. Federal Trade Commission

If you detect any unauthorized transactions in any of your financial accounts, promptly notify the appropriate payment card company or financial institution. If you detect any incidents of identity theft or fraud, promptly report the matter to your local law enforcement authorities, state Attorney General and the FTC.

You can contact the FTC to learn more about how to protect yourself from becoming a victim of identity theft by using the contact information below:

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/)

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