



Return Mail Processing  
 15375 Barranca Pkwy, Suite E-104  
 Irvine, CA 92618

May 7, 2021

G4443-L01-0000001 T00001 P001 \*\*\*\*\*AUTO\*\*MIXED AADC 159



SAMPLE A. SAMPLE - L01 ADULT-24

APT ABC

123 ANY ST

ANYTOWN, ST 12345-6789



**Notice of Data Breach**

Dear Sample A. Sample:

Exceltox Laboratories, LLC (“Exceltox”) is a CAP-accredited, CLIA-certified laboratory that provides clinical laboratory testing services. We recently completed your COVID-19 test and are sending you this letter to make you aware of an incident that may affect your personal information. Please read this letter carefully.

**What Happened**

On February 15, 2021, we sent a package of documents via UPS to our document scanning vendor for scanning. We thought the package was delivered successfully and on time, but recently learned that the package has not been delivered to our vendor to date. We have worked diligently with UPS to locate the missing package and resolve this issue. According to UPS, its records show that it tried to deliver the package to our vendor but was unable to do so because the vendor’s office was closed. UPS returned the package to its facility for redelivery later, but then never completed redelivery. UPS has searched its facilities and spoken with its drivers, but not been able to locate the package in its facility or explain why it was not delivered to our vendor. We will continue to work with UPS to search for the package, but in the meantime wanted to notify you about this incident.

**What Information Was Involved**

You are receiving this letter because the missing package contained documents related to your recent COVID-19 test that we completed at Exceltox, including your full name, address, phone number, Social Security number, date of birth, gender, medical provider, patient ID, test type, collection date, insurance provider, and insurance plan name and policy number and/or group number.

At this time, we do not have any information to suggest that the information contained in the missing package has been disclosed to anyone or that the information has been used for any improper purpose. However, because UPS has been unable to locate the package, we are notifying all potentially affected individuals of the potential disclosure out of an abundance of caution.

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## What We Are Doing

Please know that we take the protection of your information seriously and are taking steps to continue investigating this incident, help mitigate the potential for harm, and prevent future incidents from happening. We remain in contact with UPS and will continue to assist its efforts to locate the missing package. In addition, we have notified the Department of Health and Human Services of the potential disclosure and will cooperate with its efforts. Out of an abundance of caution, we also have changed all passwords used to access our computer systems, and we are reviewing our policies and procedures to identify any additional ways to further strengthen the confidentiality and security of our information.

## What You Can Do

In light of this incident, we recommend that you remain vigilant by reviewing and monitoring your account statements and credit reports. If you find any errors or unauthorized activity, you should contact your financial institution. You also should report suspected identity theft to law enforcement, your state attorney general, and/or the Federal Trade Commission. In addition, please refer to the enclosed documentation which contains additional steps you may take to protect your information from misuse, including some information that may be specific to your state of residence.

As an added precaution to help protect your identity, we are offering a complimentary 12-month membership of Experian's® IdentityWorks<sup>SM</sup>. This product provides you with superior identity detection and resolution of identity theft. To activate your membership and start monitoring your personal information please follow the steps below:

- Ensure that you **enroll by: August 30, 2021** (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/credit>
- Provide your **activation code: ABCDEFGHI**

If you have questions about the product, need assistance with identity restoration, or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at (833) 256-3157 by the enrollment deadline listed above. Be prepared to provide **engagement number B012520** as proof of eligibility for the identity restoration services by Experian. Please also refer to the enclosed documents for additional information about Experian IdentityWorks.

## For More Information

We are very sorry for any concern or inconvenience this incident has caused or may cause you. If you have any other questions or concerns that you would like to discuss, please contact us through our dedicated hotline for this matter at (833) 256-3157.

Sincerely,



Casey Crawford, Managing Partner

## Additional Steps to Help Protect Your Information

**Review personal account statements and credit reports.** We recommend that you remain vigilant by reviewing personal account statements and monitoring credit reports to detect any errors or unauthorized activity. Under federal law, you also are entitled every 12 months to one free copy of your credit report from each of the three major credit reporting companies. To obtain a free annual credit report, go to [www.annualcreditreport.com](http://www.annualcreditreport.com) or call (877) 322-8228. You may wish to stagger your requests so that you receive a free report by one of the three credit bureaus every four months. If you discover any suspicious items, you should report any incorrect information on your report to the credit reporting agency. The names and contact information for the credit reporting agencies are:

Equifax  
1-866-766-0008  
P.O. Box 105069  
Atlanta, GA 30348  
[www.equifax.com](http://www.equifax.com)

Experian  
1-888-397-3742  
P.O. Box 9554  
Allen, TX 75013  
[www.experian.com](http://www.experian.com)

TransUnion  
1-800-680-7289  
P.O. Box 2000  
Chester, PA 19022  
[www.transunion.com](http://www.transunion.com)

**Report suspected fraud.** You have the right to file a police report if you ever experience identity fraud. Please note that in order to file a crime report or incident report with law enforcement for identity theft, you will likely need to provide some kind of proof that you have been a victim. A police report is often required to dispute fraudulent items. You should report suspected incidents of identity theft to local law enforcement, your state's Attorney General, and/or the Federal Trade Commission.

**Place Fraud Alerts.** A fraud alert tells businesses that check your credit that they should check with you before opening a new account. When you place a fraud alert, it will last for one year. Fraud alerts are free and identity theft victims can get an extended fraud alert for seven years. If you choose to place a fraud alert, we recommend you do this after activating your credit monitoring. To place a security freeze, contact the nationwide credit reporting agencies by phone or online. For more information, visit <https://www.consumer.ftc.gov/articles/0275-place-fraud-alert>.

**Place a Security Freeze.** Security freezes, also known as credit freezes, restrict access to your credit file, making it harder for identity thieves to open new accounts in your name. You can freeze and unfreeze your credit file for free. You also can get a free freeze for your children who are under 16. And if you are someone's guardian, conservator or have a valid power of attorney, you can get a free freeze for that person, too. To place a security freeze, contact the nationwide credit reporting agencies by phone or online. If you request a freeze online or by phone, the agency must place the freeze within one business day. If you request a lift of the freeze, the agency must lift it within one hour. If you make your request by mail, the agency must place or lift the freeze within three business days after it gets your request. You also can lift the freeze temporarily without a fee. Also, do not confuse freezes with locks. They work in a similar way, but locks may have monthly fees. If you want a free freeze guaranteed by federal law, then opt for a freeze, not a lock. For more information, visit <https://www.consumer.ftc.gov/articles/0497-credit-freeze-faqs>.

**Change Online Account Credentials.** If the information involved in this incident included credentials used to access any of your online accounts, such as a username, password, PIN, or answer security question, you should to promptly change your username, password, PIN, security question and answer, or other access credentials and take other appropriate steps to protect all online accounts for which you use the same credentials.

**Obtain additional information** about fraud alerts, security freezes, and other the steps you can take to avoid identity theft from the credit agencies listed above and from the Federal Trade Commission, 600 Pennsylvania Avenue, Washington, DC 20580, [www.consumer.ftc.gov](http://www.consumer.ftc.gov), 1-877-IDTHEFT (438-4338).

**Know Your Rights Under the Fair Credit Reporting Act.** The Fair Credit Reporting Act (FCRA) promotes the accuracy, fairness, and privacy of information in the files of consumer reporting agencies. You have certain rights under the FCRA, which you can read about by visiting <https://www.consumer.ftc.gov>. These rights include: (1) You must be told if information in your file has been used against you; (2) You have the right to know what is in your file (you "file disclosure"); (3) You have the right to ask for a credit score; (4) You have the right to dispute incomplete or inaccurate information; (5) Consumer reporting agencies must correct or delete inaccurate, incomplete, or unverifiable information; (6) Consumer reporting agencies may not report outdated negative information; (7) Access to your file is limited to people with a valid need; (8) You must give your consent for reports to be provided to employers; (8) You may limit "prescreened" offers of credit and insurance you get based on information in your credit report; (9) You may seek damages from violators; and (10) identity theft victims and active duty military personnel have additional rights. For more information, visit [www.ftc.gov/credit](http://www.ftc.gov/credit). States may enforce the FCRA, and many states have their own consumer reporting laws. In some cases, you may have more rights under state law. For more information, contact your state or local consumer protection agency or your state Attorney General.

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## ADDITIONAL DETAILS REGARDING YOUR 12-MONTH EXPERIAN IDENTITYWORKS MEMBERSHIP:

Please refer to the enclosed letter for your personal activation code, instructions on how to enroll, and the deadline for enrollment.

A credit card is **not** required for enrollment in Experian IdentityWorks.

You can contact Experian **immediately** regarding any fraud issues, and have access to the following features once you enroll in Experian IdentityWorks:

- **Experian credit report at signup:** See what information is associated with your credit file. Daily credit reports are available for online members only.<sup>1</sup>
- **Credit Monitoring:** Actively monitors Experian file for indicators of fraud.
- **Identity Restoration:** Identity Restoration agents are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARE™:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **Up to \$1 Million Identity Theft Insurance<sup>2</sup>:** Provides coverage for certain costs and unauthorized electronic fund transfers.

If you believe there was fraudulent use of your information and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent at (833) 256-3157. If, after discussing your situation with an agent, it is determined that Identity Restoration support is needed, then an Experian Identity Restoration agent is available to work with you to investigate and resolve each incident of fraud that occurred (including, as appropriate, helping you with contacting credit grantors to dispute charges and close accounts; assisting you in placing a freeze on your credit file with the three major credit bureaus; and assisting you with contacting government agencies to help restore your identity to its proper condition).

Please note that this Identity Restoration support is available to you for 12 months from the date of this letter and does not require any action on your part at this time. The Terms and Conditions for this offer are located at [www.ExperianIDWorks.com/restoration](http://www.ExperianIDWorks.com/restoration). You will also find self-help tips and information about identity protection at this site.

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<sup>1</sup> Offline members will be eligible to call for additional reports quarterly after enrolling

<sup>2</sup> The Identity Theft Insurance is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.