



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

<<FirstName>> <<MiddleName>> <<LastName>> <<NameSuffix>>
<<Address1>>
<<Address2>>
<<City>>, <<State>> <<Zip>>

Dear <<FirstName>> <<LastName>>,

ZOLL recently learned of a data security incident that may impact you. We are writing to notify you of this incident as well as provide you with information on actions ZOLL has taken in response, resources available to you, and steps you can take to protect yourself.

Notice of Data Security Incident

On January 24, 2019, ZOLL was notified of a data security incident involving an external third-party vendor which may have resulted in the exposure of some of your personal information. Based on our current assessment, we have no indication that any information has been used inappropriately. ZOLL is notifying all potentially impacted individuals.

What Happened?

ZOLL's email is archived by a third-party service provider to comply with record retention and maintenance requirements, policies, and procedures. Some of your personal information was included in the email communications stored by the third-party service provider.

During a server migration, some data from ZOLL emails was exposed. The vendor believes that the incident occurred between November 8, 2018 and December 28, 2018. At this point, we are not aware of any fraud or identity theft to any individual as a result of this exposure. The vendor has since confirmed that all information has been secured.

What Information Was Involved?

Information that may have been exposed includes your name, address, date of birth, limited medical information, and Social Security number.

What We Are Doing

We take the privacy and security of your personal information very seriously. Once we learned of the incident, we immediately initiated an internal review and have retained a leading independent forensics firm to help us conduct a thorough investigation of the incident. We have notified law enforcement and federal and state agencies to give them the opportunity to investigate.

Further, we are taking steps to review our process for managing third-party vendors and confirmed that the impacted vendor has also taken actions to help prevent against similar incidents in the future.

ZOLL is offering free credit and identity monitoring services for one year to all impacted individuals. These services help detect possible misuse of your personal information and provide you with identity monitoring services focused on identification and resolution of identity theft.

- Visit my.idmonitoringservice.com to activate and take advantage of your identity monitoring services.
- You have until **June 12, 2019** to activate your identity monitoring services.
- Membership Number: <<Member ID>>

To receive credit services by mail instead of online, please call 1-833-231-3358. Additional information describing your services is included with this letter.

What You Can Do

As an added precaution, we wanted to provide information on additional steps that may help to guard against potential fraud or identity theft. You can carefully review your account statements and credit reports for suspicious activity, accounts you did not open, or inquiries from creditors you did not initiate. You should remain vigilant and continue to monitor your statements for unusual activity. If you see anything suspicious on your statements or credit report, call the credit agencies and local law enforcement immediately, and consider filing a police report for identity theft.

Please review the enclosed "Additional Resources" section included with this letter. This section describes additional steps you can take to help protect yourself, including recommendations by the Federal Trade Commission regarding identity theft protection and details on how to place a fraud alert or a security freeze on your credit file.

For More Information

We sincerely regret any inconvenience or concern this incident may cause you. If you have any questions or need any additional information, please do not hesitate to contact us at 1-833-231-3358 from 9:00am to 6:30pm Eastern Time, Monday through Friday, for additional information.

Sincerely,

ZOLL
privacy@zoll.com

Note: this is a legal notice that is required to be sent to all impacted individuals, which is why you are receiving this letter, even if you are no longer using ZOLL products.

This notice is provided by ZOLL Services LLC, a ZOLL group company.

ADDITIONAL RESOURCES

Contact information for the three nationwide credit reporting agencies is:

Equifax, PO Box 740241, Atlanta, GA 30374, www.equifax.com, 1-800-685-1111

Experian, PO Box 2104, Allen, TX 75013, www.experian.com, 1-888-397-3742

TransUnion, PO Box 2000, Chester, PA 19022, www.transunion.com, 1-800-888-4213

Free Credit Report. It is recommended that you remain vigilant for incidents of fraud and identity theft by reviewing account statements and monitoring your credit report for unauthorized activity. You may obtain a copy of your credit report, free of charge, once every 12 months from each of the three nationwide credit reporting agencies.

To order your annual free credit report please visit **www.annualcreditreport.com** or call toll free at **1-877-322-8228**.

You can also order your annual free credit report by mailing a completed Annual Credit Report Request Form (available from the U.S. Federal Trade Commission's ("FTC") website at www.consumer.ftc.gov) to:

Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281.

For Colorado, Georgia, Maine, Maryland, Massachusetts, New Jersey, Puerto Rico, and Vermont residents: You may obtain one or more (depending on the state) additional copies of your credit report, free of charge. You must contact each of the credit reporting agencies directly to obtain such additional report(s).

Fraud Alert. You may place a fraud alert in your file by calling one of the three nationwide credit reporting agencies above. A fraud alert tells creditors to follow certain procedures, including contacting you before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit.

Security Freeze. You have the ability to place a security freeze on your credit report.

A security freeze is intended to prevent credit, loans and services from being approved in your name without your consent. To place a security freeze on your credit report, you may be able to use an online process, an automated telephone line, or a written request to any of the three credit reporting agencies listed above. 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.

Federal Trade Commission 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 Federal Trade Commission and/or the Attorney General's office in your home state. You may also contact these agencies for information on how to prevent or avoid identity theft.

You may contact the **Federal Trade Commission**, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580, www.ftc.gov/bcp/edu/microsites/idtheft/, 1-877-IDTHEFT (438-4338).

For Maryland residents: You may contact the Maryland Office of the Attorney General, Consumer Protection Division, 200 St. Paul Place, Baltimore, MD 21202, www.oag.state.md.us, 1-888-743-0023.

For North Carolina residents: You may contact the North Carolina Office of the Attorney General, Consumer Protection Division, 9001 Mail Service Center, Raleigh, NC 27699-9001, www.ncdoj.gov, 1-877-566-7226.

Reporting of identity theft and obtaining a police report.

For Iowa residents: You are advised to report any suspected identity theft to law enforcement or to the Iowa Attorney General.

For Massachusetts residents: You have the right to obtain a police report if you are a victim of identity theft.

For Oregon residents: You are advised to report any suspected identity theft to law enforcement, the Federal Trade Commission, and the Oregon Attorney General.