



NEVRO

C/O ID Experts

P.O. Box 10444

Dublin, OH 43017-4044

[Name]  
[Street Address]  
[City, State Zip]

January 29, 2018

Dear [Name],

As a patient who uses Nevro's HF10 therapy, we wanted to let you know about a recent incident that may affect you. The details are provided below including contact information if you have any questions.

**What Happened?** Nevro was recently the victim of a criminal break-in at our corporate headquarters in which several laptop computers were stolen. Nearby businesses were also targeted by the same perpetrators, who stole laptops from those businesses as well. Nevro has been unable to recover the stolen laptops on which limited information relating to you has been stored.

We have no indication that these laptops were stolen in order to acquire the data on them, nor any indication that the data on the laptops has been accessed or used in any way. All the stolen Nevro laptops were password-protected, although not all were encrypted. Because limited information about your treatment relationship with Nevro was stored on one or more of the stolen laptops, and applicable state law considers this type of information sufficient to warrant a notification, we are reaching out to advise you of these equipment thefts.

**What Information Was Involved?** Limited categories of information about certain patients who use Nevro's HF10 therapy were contained in files stored on one or more of the unencrypted laptops. The categories of information varied by file or patient, but the data fields were limited to patient name, street address, birth date, procedure date, medical device identifiers (such as serial number), and contact information for the patient's physician or other medical provider.

Nevro does not possess, and none of these laptops contained, sensitive identifying information such as Social Security or other government-issued identification numbers or credit card or financial institution information. None of these laptops contained treatment or medical information other than the information directly related to the fact of the use of the device.

**What We Are Doing.** Working with law enforcement, we have been exploring all avenues to locate the laptops, but at this time we do not expect the police to recover the laptops or apprehend the thieves. We will relay any important or relevant developments.

**What You Can Do.** We have no indication that these laptops were stolen in order to acquire the data on them, nor any indication that the data on the laptops has been accessed or used in any way. If you have any additional questions about how this incident may affect you, please contact us using the contact information below.

**Other Important Information.** We take the security of our patients' data seriously and apologize for any concern this may cause. We understand you have placed your trust in Nevro, and we are committed to maintaining that trust and continuing to deliver you the care that you deserve.

**For More Information.** Call 1-800-620-3964 between the hours of 8 AM – 8 PM EST, Monday to Friday.

Sincerely,

General Counsel  
Nevro Corp.