



Innovations Group, Inc.
An UpHealth Company

December 23, 2021

Return Mail Processing Center
P.O. Box 6336
Portland, OR 97228-6336

<<Name 1>>
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<<City>><<State>><<Zip>>
<<Country>>

Dear <<Name 1>>:

NOTICE OF DATA BREACH	
What Happened?	<p>We are writing to inform you that on November 18, 2021, Innovations Group, Inc. (“IGI”), a subsidiary of UpHealth, Inc., became aware that IGI had suffered a data security breach involving personal information and Protected Health Information (“PHI”). The breach affected IGI as well as IGI’s subsidiaries MedQuest Pharmacy, Inc., Medical Horizons, Inc., Worldlink Medical, Inc., and Pinnacle Labs, Inc. dba MedQuest Testing Services. The personal information and PHI that was or could have been obtained by an unauthorized third party may include your first and last name, date of birth, mailing address, email address, telephone number, gender, Social Security Number, driver’s license number, medical record number, health information (including prescription information), referring doctor, date(s) of treatment, health insurance policy number (including Medicare or Medicaid number) or claim number, health insurance claim or appeal information, internal MedQuest patient identification number, and payment card information (including expiration date, access code, and CVV).</p> <p>Upon initial discovery of the incident, IGI promptly worked to secure the network, initiated a forensic investigation using independent cyber security experts, and took steps to protect the affected information. The forensic investigation confirmed that the breach began on October 27, 2021 and that IGI’s servers were secured against the attack as of October 30, 2021. Law enforcement has been notified about this breach.</p>
What Information Was Involved?	<p>Personal information that was affected by the breach includes names, dates of birth, telephone numbers, email addresses, geographic data, demographic data, full face photos or similar images, medical record numbers, patient account numbers, Medicare numbers, Medicaid numbers, medical information, dates of treatment, health insurance account numbers, health insurance claim numbers, health insurance policy information, and health insurance claims or appeals information.</p>

<p>What We Are Doing.</p>	<p>Please know that protecting your personal information is something that we take very seriously. We have resolved this breach and are taking steps to prevent an attack in the future, as well as making additional improvements that strengthen our cybersecurity protections.</p> <p>To help protect your identity, we are offering you a complimentary one-year membership of Equifax Credit Watch™ Gold. This service helps detect possible misuse of your personal information and provides you with identity protection support. To enroll in this service, please follow the instructions below in section “What You Can Do” by April 30, 2022.</p>
<p>What You Can Do.</p>	<p>The Federal Trade Commission (FTC) recommends that you remain vigilant by checking your credit reports periodically. Checking your credit reports periodically can help you spot problems and address them quickly. You can also order free copies of your annual reports through www.annualcreditreport.com. You should also monitor your financial accounts for any suspicious activity. For more information about steps you can take to reduce the likelihood of identity theft or fraud, call 1-877-ID-THEFT (877-438-4338), visit the FTC’s websites at www.consumer.ftc.gov/topics/identity-theft or www.identitytheft.gov, or write to: Federal Trade Commission, 600 Pennsylvania Avenue, NW, Washington, D.C. 20580. If you believe you are the victim of identity theft, you should immediately contact your local law enforcement agency, your state attorney general, or the FTC.</p> <p style="text-align: center;">EQUIFAX CREDIT AND IDENTITY MONITORING INSTRUCTIONS</p> <p>To help protect your identity, we are offering you a complimentary one-year membership of Equifax Credit Watch™ Gold. This service helps detect possible misuse of your personal information and provides you with identity protection support. To enroll in this service, please contact Equifax before April 30, 2022 by visiting the website or calling the phone number listed below. You will also need the Activation Code provided below. Your coverage will last for one year from the date of enrollment.</p> <p style="text-align: center;">Website enrollment: www.equifax.com/activate</p> <p style="text-align: center;">Phone enrollment: 866-243-0734</p> <p style="text-align: center;">Your Engagement Number: <<Engagement Number>></p> <p style="text-align: center;">Your Activation Code: <<Activation Code>></p>
<p>Other Important Information</p> <p style="text-align: center;">Information on Credit Report Fraud Alerts</p> <p>You may also place a fraud alert on your credit file. A fraud alert tells creditors to contact you before they open any new accounts or change your existing accounts. You can call any one of the three major credit bureaus at the contact information below or place fraud alerts online at the websites below. As soon as one credit bureau confirms your fraud alert, the others are notified to place fraud alerts.</p>	

	Experian	Equifax	TransUnion
Phone	1-888-397-3742	1-800-525-6285	1-800-680-7289
Address	Experian Fraud Division P.O. Box 9554 Allen, TX 75013	Equifax Consumer Fraud Division PO Box 740256 Atlanta, GA 30374	TransUnion LLC P.O. Box 2000 Chester, PA 19016
Online Credit Report Fraud Alert Form	https://www.experian.com/fraud/center.html	https://www.equifax.com/personal/credit-report-services/	https://fraud.transunion.com/fa/fraudAlert/landingPage.jsp

Information on Security Freezes

In addition to a fraud alert, you may place a security freeze on your credit file. A security freeze will block a credit bureau from releasing information from your credit report without your prior written authorization. Please be aware that it may delay, interfere with, or prevent the timely approval of any requests you make for new loans, mortgages, employment, housing or other services. The fees for placing a security freeze vary by state, and a consumer reporting agency may charge a fee of up to \$10.00 to place a freeze or lift or remove a freeze.

To place a security freeze on your credit report, you may send a written request to **each** of the major consumer reporting agencies by regular, certified, or overnight mail. You can also place security freezes online by visiting **each** consumer reporting agency online.

	Experian	Equifax	TransUnion
Address	Experian Security Freeze P.O. Box 9554 Allen, TX 75013	Equifax Security Freeze P.O. Box 105788 Atlanta, Georgia 30348	TransUnion LLC P.O. Box 2000 Chester, PA 19016
Online Security Freeze Form	https://www.experian.com/freeze/center.html	https://www.equifax.com/personal/credit-report-services/	https://www.transunion.com/credit-freeze

More Information.	Call 855-604-1672 from 9am-9pm Eastern Time, Monday through Friday excluding holidays.
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We sincerely regret that this breach occurred. If you have any questions, please feel free to contact us at 855-604-1672 from 9am-9pm Eastern Time, Monday through Friday excluding holidays.

Sincerely,

Ramesh Balakrishnan

Ramesh Balakrishnan
Chief Executive Officer
UpHealth, Inc.