



## Notice of Security Incident

Lincare Holdings Inc. and its subsidiary companies (collectively, “Lincare”) value and respect the privacy and security of patient personal information, which is why it is notifying patients of a security incident that may have involved the disclosure of certain personal information. This notice describes the measures Lincare has taken since the incident and steps impacted individuals can take to further protect their personal information, as they feel it is appropriate to do so. *Lincare is attempting to notify by letter those potentially impacted patients for whom it has valid mailing addresses.*

**What Happened?** On September 26, 2021, Lincare identified unusual activity on certain systems within its network. Lincare took immediate action after learning of the incident to secure its network and launched an investigation, including working with outside cybersecurity experts to determine the source of the activity and potential impact on Lincare’s network. The investigation confirmed that certain systems may have first been accessed on September 10, 2021. The unauthorized access was blocked by September 29, 2021. Lincare promptly began a comprehensive review of all potentially impacted data to identify patients who may have been affected by the incident. The review required customized protocols and programming in order to analyze the data and identify key information. This process, which included a manual review of the data, has been time intensive but necessary to ensure that appropriate notifications are made. Our review remains ongoing and we are working diligently to identify up-to-date mailing addresses and provide notification to patients whose information may have been involved in the incident.

**What Information Was Involved?** The investigation has determined that the incident may have resulted in unauthorized access to some patient personal information. The information at issue varies by patient and may include first and last names, addresses, Lincare account numbers, date of birth, medical information, which may include information concerning medical treatments individuals received such as provider name, dates of service, diagnosis/procedure, and/or account or record numbers, health insurance information, and/or prescription information. In very limited circumstances patient Social Security numbers may have been impacted. We are not aware of any misuse of information as a result of this incident.

**What We Are Doing.** Lincare takes the protection and proper use of personal information very seriously. We are attempting to notify by letter those potentially impacted patients for whom we have valid mailing addresses. Where appropriate, we are offering patients complimentary credit monitoring and identity theft protection at no cost to the individual. We took steps to launch an investigation immediately after identifying the incident, enlisted cybersecurity experts to assist in the investigation and notified law enforcement of the incident. We also promptly reset all user passwords to block any unauthorized access and are implementing additional technological safeguards on our systems that contain personal information to minimize the possibility of an incident like this from occurring in the future.

**What You Can Do.** We are aware of how important personal information is to patients and their loved ones. Although Lincare is not aware of any misuse of patient information as a result of this incident, as a best practice, we encourage all patients to remain vigilant against incidents of identity theft and fraud, to review all claims information from a health insurance provider and to monitor credit reports and financial statements for suspicious activity.

**For more information** or if you have any questions regarding this incident, please call our dedicated assistance line toll-free at 855-912-1262, Monday through Friday, 9:00 am to 6:30 pm Eastern Time (excluding major U.S. holidays) for more information. We sincerely regret any inconvenience that this incident may have caused.