FAQS

1. **What happened?**
   Through the proactive surveillance of their IT systems, LifeLabs recently identified a cyber-attack involving unauthorized access to their computer systems. Safeguarding their data is critical to their customers and it is a priority for LifeLabs. Immediately upon discovering the incident they engaged world-class cyber security experts to isolate and secure the affected systems, and determine the scope of the breach.

2. **How many customers have been impacted? Were lab tests impacted?**

   There is information relating to approximately 15 million customers on the systems that were potentially accessed in this breach. In the case of lab test results, their investigations to date of these systems indicate that there are 85,000 impacted customers from 2016 or earlier located in Ontario; they will be notifying these customers directly. Their investigation to date indicates any instance of health card information was from 2016 or earlier.

3. **Who was impacted?**

   The majority of individuals potentially affected are located in BC, Ontario. This includes Valley Medical customers for testing that LifeLabs conducts on our behalf and as such you are likely affected.

4. **I didn't visit a LifeLabs location, but I had my sample collected at my physician's office. How do I know if it was sent to LifeLabs for testing?**
   LifeLabs is working with health care providers to advise those patients that LifeLabs provides testing on behalf of their office.

5. **What kind of information was affected by the breach?**
   Investigations indicate that the affected systems contain personal health information (PHI) of our customers, including name, address, email, customer logins and passwords, health card numbers and lab tests.

6. **What services is LifeLabs offering to protect my information/data?**
   LifeLabs is offering all affected customers including Valley Medical customers cyber security protection for one year from TransUnion, which includes credit monitoring and fraud insurance protection. These services will give customers:
   - Unlimited online access to the TransUnion Credit report, updated daily.

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- A credit report is a snapshot of a consumer's financial history and primary tool leveraged for determining credit-related identity theft or fraud.
- Unlimited online access to the TransUnion CreditVision® Risk score, with score factors and analysis updated daily.
  - A credit score is a three-digit number calculated based on the information contained in a consumer's credit report at a particular point in time.
- TransUnion credit monitoring alerts with email notifications to key changes on a consumer's credit file to protect against identity theft and enable quick action against potentially fraudulent activity.
- Dark Web Monitoring to provide monitoring of surface, social, deep, and dark websites for potentially exposed personal, identity and financial information in order to help protect consumers against identity theft.
- Identity theft insurance of up to $50,000 in coverage to protect against potential damages related to identity theft and fraud.

You can activate these services by calling one of the following numbers to receive a unique activation code to register for these services online.

- 1-888-918-0467
- 1-800-431-7206 (British Columbia)

To obtain more information, please visit customernotice.lifelabs.com