

July 29, 2021

Dear Policyholder:

Re: Notice of Privacy Incident

We are writing to inform you of an incident that may affect the security of some of your personal information. While we have no reason to believe there was any actual or attempted misuse of your personal information, we want you to be aware of the situation, including the steps we are taking to address this issue and the precautions you may take to protect your personal information.

What Happened and What Information was Involved

On May 12 and June 18, an unauthorised third-party illegally accessed our computer network. Upon discovering this, guard.me took immediate steps to secure our systems and conduct a comprehensive analysis to determine how the incident occurred and what information may have been involved.

We have determined that certain personal information may have been subject to unauthorised access, including the following types of personal information you may have provided to us.

- Personally Identifiable Information (PII), such as your name, date of birth, email address and passport number;
- Personal Health Information (PHI) or data used for the processing of claims, including diagnostic/clinical information, treatment type or location, patient billing/claims information, and prescription information (**Note: your detailed medical information/reports were not accessed**); or
- Financial information, such as banking information you may have provided to us for the purpose of benefit reimbursements.

Steps You Can Take to Protect Your Personal Information

Although we have no information to indicate that any of your personal information has been misused as a result of this incident, we are taking this matter seriously. We are contacting you out of an abundance of caution to notify you about this incident and to provide the below information about steps you can take to protect yourself.

- We recommend that you remain vigilant, as always, to the possibility of fraud and identity theft by reviewing your financial statements and accounts regularly for any unauthorised activity. You should notify your local law enforcement of any suspicious activity.
- We recommend you go to the website of the government agency that issued your passport for information and advice on how to protect yourself from passport fraud.
- Be suspicious of emails, text messages, or phone calls you may receive asking you to provide sensitive information or that contain links or attachments, even if they appear to come from guard.me or an individual that you know or trust. It is not unusual for criminals to use compromised email addresses for the purposes of targeted and sophisticated phishing scams.

What We Are Doing

guard.me has engaged leading cyber security experts to support our investigation, to ensure that our systems are secure, and to identify what information may have been involved. In addition to providing this notice to you, we have contacted appropriate law enforcement, the Canadian Centre for Cybersecurity, the Privacy Commissioner of Canada, the Irish Data Protection Commission and the UK Information Commissioner's Office as well as other appropriate authorities.

We have also employed enhanced monitoring and prevention measures since this incident was discovered, and we are implementing additional measures to further enhance our cyber security program to help reduce the risk of such incidents in future.

We value our relationship with you and sincerely regret any concern this incident may cause you. If you would like further information, you can visit <https://guard.me/customernotice.php> or to speak with us please call 1-888-348-1946 or +1 905-752-6207 from 8am – 8pm ET. In addition, to mitigate any potential risk to you, we are offering Credit Monitoring services for the next year through one of the most trusted and recognised providers of Credit Monitoring solutions.

If you have any questions or require further information, you may contact us directly at 1-888-348-1946 or +1 905-752-6207 or by email at mediarelations@guard.me.

Sincerely,

Keith Segal

Keith Segal
President & CEO