



June 7, 2019

Re: American Medical Collections Agency (AMCA) Data Security Issue

Dear Valued Client:

On June 4, 2019, LabCorp announced that it has been notified by Retrieval-Masters Creditors Bureau, Inc. d/b/a American Medical Collection Agency (AMCA) about unauthorized activity on AMCA's web payment page. AMCA is an external collection agency that was used by LabCorp and other companies. LabCorp referred patient balances to AMCA when our direct collection efforts were unsuccessful. AMCA's affected system contained information provided by LabCorp and patients.

LabCorp takes data security very seriously, including the security of data handled by vendors. Once notified by AMCA, LabCorp immediately ceased sending new collection requests to AMCA and stopped AMCA from continuing to work on any pending LabCorp collection requests involving LabCorp patients.

There are several important points to note about this incident:

- LabCorp systems and the data on our systems were *not* affected by the AMCA incident.
- LabCorp did *not* provide test, laboratory results, or diagnostic information to AMCA.
- AMCA indicates that it did *not* maintain Social Security Numbers or insurance information for LabCorp patients.
- This involves only patients whose LabCorp accounts were referred to AMCA for collection after LabCorp's own direct collection efforts were unsuccessful.
- AMCA has not yet provided LabCorp with a list of the affected LabCorp patients whose data was stored in AMCA's affected system.

LabCorp continues to investigate the AMCA Incident, but at this time, we have not been able to independently verify the information provided by AMCA.

To find the most current information about the AMCA incident, you should visit the dedicated webpage LabCorp has set up: www.LabCorp.com/AMCA-data-security-incident. We have also established a toll-free customer service line for questions about the AMCA incident: 888-295-0466.

We greatly value your relationship with LabCorp, and we appreciate your patience as we work to learn more about the AMCA Incident.