

Important Notice

We partner with LifeLabs to complete lab diagnostic testing for our patients in this facility. LifeLabs recently identified a cyber incident that involved unauthorized access to their computer systems.

Their investigations to date indicate that the affected systems contained certain items of customer information, that could include name, address, email, birth date, logins, passwords, health card numbers and lab results.

For more information about this incident,
please visit:
customernotice.lifelabs.com

To speak to a representative about this
issue, please call:
1-888-918-0467



Dear Health Care Provider,

Through proactive surveillance of our IT systems, we recently identified a cyber-attack involving unauthorized access to our computer systems. Our investigations to date indicate that the affected systems contained customer information that could include name, address, email, birth date, login, password, health card numbers and lab results.

We have notified our government partners and notified the respective privacy commissioners.

Measures We Have Taken

Following discovery of the breach, LifeLabs has taken several measures to protect customer information:

- We immediately engaged world-class cyber security experts to isolate and secure the affected systems, and determine the scope of the breach;
- We are taking steps to further strengthen our systems to deter future incidents;
- We retrieved the data by making a payment. We did this in collaboration with experts who are experienced in cyber-attacks and in negotiations with cyber criminals;
- We engaged law enforcement, who are currently investigating the matter; and
- We are offering cyber security protection services to our customers, such as identity and fraud protection insurance.
- We have a high level of confidence that we have contained and eradicated the threat and this is supported through our ongoing monitoring.

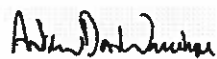
How We're Mitigating Risk

At this time, our cyber security firms have advised that the risk to our customers in connection with this cyber-attack is low and that they have not seen any public disclosure of customer data during their investigations, which include monitoring of the dark web and other online locations. While customers are entitled to file a complaint with the privacy commissioners, we have already notified them of this breach and they are investigating the matter. Customers who have questions about their rights can learn more by contacting the privacy commissioner in their respective province.

There is no risk of exposure as a result of this incident to health care providers who continue to connect to our systems.

We know how important our customers' personal health information is to them and we take that responsibility very seriously. We are offering our customers cyber security protection for one year, which includes credit monitoring and fraud insurance protection. We have established a website, customernotice.lifelabs.com, where customers can get further information.

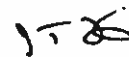
Sincerely,

A handwritten signature in black ink, appearing to read 'Andrew Don-Wauchope'.

Dr. Andrew Don-Wauchope
Vice President, Clinical Affairs

A handwritten signature in black ink, appearing to read 'Mike Kelly'.

Dr. Mike Kelly
BC Medical Director

A handwritten signature in black ink, appearing to read 'Timothy Feltis'.

Dr. Timothy Feltis
Ontario Medical Director