



## Information Notice

Dear [REDACTED]

You may have heard that LifeLabs recently experienced a cyber-attack involving unauthorized access to its computer systems with customer information that could include name, address, email, login, password, security question/answer, date of birth, health card number and lab test results. Our investigations to date indicate that your online appointment booking account was within the systems that were potentially affected.

As we have announced elsewhere, 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 as part of their investigations, including monitoring of the dark web and other online locations.

### **Password Reset**

**In response to this attack, we have secured all registered accounts used to access LifeLabs' online services and all users will be required to create a new password the next time they log in to their account, unless they have already reset their password after December 17, 2019.**

**Please note no action is required until the next time you choose to log in to your account.**

### **Additional Security Precautions**

Generally, even without a known attack, it is good cyber-practice to use unique passwords and security questions/answers on any site you are required to login to access. As a best practice, customers who are registered users for LifeLabs' online

unique.

### **Cyber Security Protection Services**

We are offering cyber security protection services free of charge to our customers that includes dark web monitoring and identity theft insurance for one full year. For more information about this attack visit: [customernotice.lifelabs.com](https://customernotice.lifelabs.com), and to learn more about how to activate cyber security protection services, please [click here](#).

You are entitled to file a complaint with the privacy commissioners. However, we have already notified them of this attack and they are investigating the matter. We have also notified our government partners.

We are very sorry that this happened. As we manage through this issue, we remain focused on the best interests of our customers. You entrust us with important health information, and we take that responsibility extremely seriously.

LifeLabs

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LifeLabs | 100 International Blvd., Toronto, ON M9W 6J6

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