

June 21, 2024

Office of the Attorney General
1125 Washington St. SE
PO Box 40100
Olympia, WA 98504-0100

To Whom It May Concern:

In accordance with R.C.W. 19.255.010, I am writing on behalf of LivaNova USA, Inc. (“LivaNova” or the “Company”) to notify you regarding the nature and circumstances of a data security issue.

On November 19, 2023, the Company detected a cybersecurity incident that resulted in a disruption to portions of its information technology systems. Promptly after detecting the issue, the Company began an investigation with assistance from external cybersecurity experts and coordinated with U.S. law enforcement. The Company took action to remediate the issue, such as taking certain systems offline.

Based on its investigation, the Company determined that the issue was attributable to the zero-day Citrix Bleed vulnerability. The incident involved the deployment of ransomware by a threat actor group believed to be LockBit 3.0. The threat actor used the Citrix Bleed vulnerability to gain access to LivaNova’s network, exfiltrate certain Company data and deploy ransomware. The threat actor demanded payment in exchange for a decryption key. The Company chose not to pay the ransom demand. The Company instead worked diligently to rebuild and restore the affected systems and data. The threat actor published the exfiltrated data on its dark web TOR site, which was taken down by international law enforcement authorities on February 20, 2024.

The Company determined on May 13, 2024 that certain personal information of fifteen (15) LivaNova personnel who are Washington residents was affected by the incident. The affected personnel information, which varied by impacted individual, included name, phone number, date of birth and employee ID.

Additionally, the Company determined on May 20, 2024 that certain information of 2,101 patients who are Washington residents was affected by the incident. The affected information, which varied by impacted individual, included name, contact information (e.g., phone number, email and postal address), Social Security number, date of birth, medical

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information (e.g., treatment, condition, diagnosis, prescription, physician, medical record number and device serial number), and health insurance information.

LivaNova has notified the affected Washington residents and is offering them two years of complimentary credit monitoring and identity protection services. Attached for your reference are copies of the template notices LivaNova provided to affected Washington residents in connection with this issue.

Please do not hesitate to contact me if you have any questions.

Very truly yours,



Lisa J. Sotto

Enclosures



Return Mail Processing
PO Box 589
Claysburg, PA 16625-0589

May 31, 2024

Health innovation that matters

L3937-L02-0000002 T00001 P001 *****SCH 5-DIGIT 12345

SAMPLE A SAMPLE - L02

APT ABC

123 ANY STREET

ANYTOWN, FC 1A2 B3C

COUNTRY



Dear Sample A. Sample,

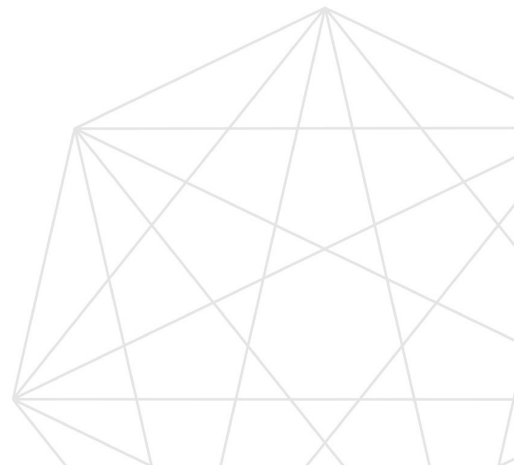
We are writing to notify you of a cybersecurity incident at LivaNova that occurred around October 26, 2023, which we discovered on November 19, 2023. The incident resulted in a disruption to portions of our IT systems. Promptly after detecting the issue, we began an investigation with assistance from external cybersecurity experts and coordinated with law enforcement. We took action to remediate the issue, such as taking certain systems offline.

Based on our investigation, on April 10, 2024, we learned that an unauthorized party obtained certain of your personal information. The information, which varied by affected individual, included data such as name, contact information (e.g., phone number, email and postal address), Social Security number, date of birth, medical information (e.g., treatment, condition, diagnosis, prescription, physician, medical record number and device serial number), and health insurance information.

We are alerting you about this issue so you can take steps to help protect your information. You are entitled to one free credit report annually from each of the three nationwide consumer reporting agencies. To order your free credit report, visit www.annualcreditreport.com or call toll-free at 1-877-322-8228. We recommend that you remain vigilant for incidents of fraud and identity theft by reviewing account statements and monitoring your free credit reports. We also recommend that you remain alert for unsolicited communications involving your personal information.

LivaNova USA,
a wholly owned subsidiary
of LivaNova PLC
100 Cyberonics Blvd
Houston, TX 77058

www.livanova.com



0000002



L3937-L02

B121303

In addition, we have arranged to offer you identity protection and credit monitoring services for two years at no cost to you. The enclosed Reference Guide provides information on registration and recommendations by the U.S. Federal Trade Commission on the protection of personal information.

We regret any concern this issue may cause. If you have any questions regarding this matter, please contact (833) 931-5100 toll-free, Monday through Friday 8 a.m. to 8 p.m. CT (excluding major U.S. holidays). Please reference engagement number B121303 when calling.

Sincerely,

A handwritten signature in black ink, appearing to read 'V. Makatsaria', with a long horizontal flourish extending to the right.

Vladimir Makatsaria
Chief Executive Officer

U.S. Reference Guide

We encourage you to take the following steps:

Register for Identity Protection and Credit Monitoring Services. We have arranged with Experian to help you protect your identity and your credit information for two years at no cost to you. This offer is available to you for two years from the date of enrollment and requires an action on your part. Additional information, terms of this service, self-help tips, and information about identity protection are located at www.ExperianIDWorks.com/restoration.

To enroll in these services, please follow the steps below:

1. Ensure that you enroll by: **September 30, 2024**
2. Visit the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/credit>
3. Provide your activation code: ABCDEFGHI

If you have questions about Experian or IdentityWorks, or if you would like an alternative to enrolling in IdentityWorks online, please contact Experian's customer care team at (833) 931-5100. As proof of eligibility for this service, you may be asked to provide the engagement number, which is B121303.

Order Your Free Credit Report. To order your free credit report, visit www.annualcreditreport.com, call toll-free at 1-877-322-8228, or complete the Annual Credit Report Request Form on the U.S. Federal Trade Commission's ("FTC's") website at www.consumer.ftc.gov and mail it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281. The three nationwide consumer reporting agencies provide free annual credit reports only through the website, toll-free number or request form.

When you receive your credit report, review it carefully. Look for accounts you did not open. Look in the "inquiries" section for names of creditors from whom you haven't requested credit. Some companies bill under names other than their store or commercial names. The consumer reporting agency will be able to tell you when that is the case. Look in the "personal information" section for any inaccuracies in your information (such as home address and Social Security number). If you see anything you do not understand, call the consumer reporting agency at the telephone number on the report. Errors in this information may be a warning sign of possible identity theft. You should notify the consumer reporting agencies of any inaccuracies in your report, whether due to error or fraud, as soon as possible so the information can be investigated and, if found to be in error, corrected. If there are accounts or charges you did not authorize, immediately notify the appropriate consumer reporting agency by telephone and in writing. Consumer reporting agency staff will review your report with you. If the information cannot be explained, then you will need to call the creditors involved. Information that cannot be explained also should be reported to your local police or sheriff's office because it may signal criminal activity.

Report Incidents. If you detect any unauthorized transactions in a financial account, promptly notify your payment card company or financial institution. If you are in the U.S. and detect any incident of identity theft or fraud, promptly report the incident to law enforcement, the FTC and your state Attorney General. If you believe your identity has been stolen, the FTC recommends that you take these steps:



- Close the accounts that you have confirmed or believe have been tampered with or opened fraudulently. For more information, please visit <https://www.identitytheft.gov/>.
- File a local police report. Obtain a copy of the police report and submit it to your creditors and any others that may require proof of the identity theft crime.

You can contact the FTC to learn more about how to protect yourself from becoming a victim of identity theft and how to repair identity theft:

Federal Trade Commission
 Consumer Response Center
 600 Pennsylvania Avenue, NW
 Washington, DC 20580 1-877-IDTHEFT (438-4338)
www.ftc.gov/idtheft/

Consider Placing a Fraud Alert on Your Credit File. To protect yourself from possible identity theft, consider placing a fraud alert on your credit file. A fraud alert helps protect you against the possibility of an identity thief opening new credit accounts in your name. When a merchant checks the credit history of someone applying for credit, the merchant gets a notice that the applicant may be the victim of identity theft. The alert notifies the merchant to take steps to verify the identity of the applicant. You can place a fraud alert on your credit report by calling any one of the toll-free numbers provided below. You will reach an automated telephone system that allows you to flag your file with a fraud alert at all three consumer reporting agencies. For more information on fraud alerts, you also may contact the FTC as described above.

Equifax
 Equifax Information Services
 LLC
 P.O. Box 105069
 Atlanta, GA 30348-5069
 1-800-525-6285
www.equifax.com

Experian
 Experian Inc.
 P.O. Box 9554
 Allen, TX 75013
 1-888-397-3742
www.experian.com

TransUnion
 TransUnion LLC
 P.O. Box 2000
 Chester, PA 19016
 1-800-680-7289
www.transunion.com

Consider Placing a Security Freeze on Your Credit File. You may wish to place a “security freeze” (also known as a “credit freeze”) on your credit file. A security freeze is designed to prevent potential creditors from accessing your credit file at the consumer reporting agencies without your consent. Unlike a fraud alert, you must place a security freeze on your credit file at each consumer reporting agency individually. There is no charge to place or lift a security freeze. For more information on security freezes, you may contact the three nationwide consumer reporting agencies or the FTC as described above. As the instructions for establishing a security freeze differ from state to state, please contact the three nationwide consumer reporting agencies to find out more information.

The consumer reporting agencies may require proper identification prior to honoring your request. For example, you may be asked to provide:

- Your full name with middle initial and generation (such as Jr., Sr., II, III)
- Your Social Security number
- Your date of birth
- Addresses where you have lived over the past five years

- A legible copy of a government-issued identification card (such as a state driver's license or military ID card)
- Proof of your current residential address (such as a current utility bill or account statement)

For North Carolina Residents. You can obtain information from the North Carolina Attorney General's Office about preventing identity theft. You can contact the North Carolina Attorney General at:

North Carolina Attorney General's Office
9001 Mail Service Center
Raleigh, NC 27699-9001
(877) 566-7226 (toll-free in North Carolina)
(919) 716-6400
www.ncdoj.gov







Return Mail Processing
PO Box 589
Claysburg, PA 16625-0589

June 14, 2024

Health innovation that matters

L4505-L06-0000002 T00001 P001 *****SCH 5-DIGIT 12345

SAMPLE A SAMPLE - L06

APT ABC

123 ANY STREET

ANYTOWN, FC 1A2 B3C

COUNTRY



Dear Sample A. Sample,

We are writing to notify you of a cybersecurity incident that involves certain of your personal information.

What Happened?

LivaNova was affected by a cybersecurity incident that occurred around October 26, 2023, which we discovered on November 19, 2023. The incident resulted in a disruption to portions of our IT systems.

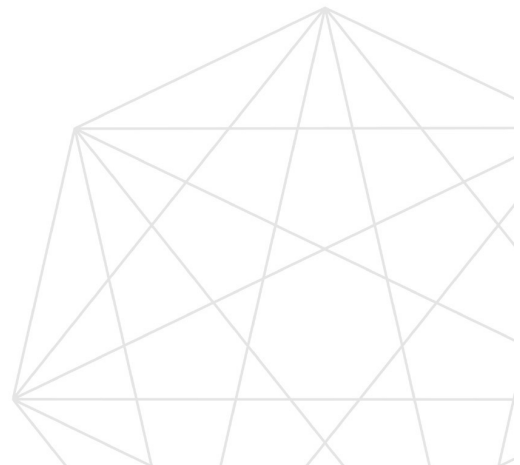
What Information Was Involved?

Based on our investigation, on May 8, 2024, we learned that certain of your personal information collected for purposes of determining your eligibility for enrollment in our RECOVER study and documenting your enrollment in the study was obtained by an unauthorized party. The information, which varied by affected individual, included data such as name, contact information (phone number, email address and postal address), Social Security number, date of birth, medical information (treatment, condition, diagnosis, physician, medical record number and device serial number), and health insurance information.

Importantly, information you provided as part of your participation in the RECOVER study (including information provided during study visits) was not affected.

LivaNova USA,
a wholly owned subsidiary
of LivaNova PLC
100 Cyberonics Blvd
Houston, TX 77058

www.livanova.com



0000002



L4505-L06

B124526

What We Are Doing

Promptly after detecting the issue, we began an investigation with assistance from external cybersecurity experts and coordinated with law enforcement. We took action to remediate the issue, such as taking certain systems offline.

What You Can Do

We are alerting you about this issue so you can take steps to help protect your information. You are entitled to one free credit report annually from each of the three nationwide consumer reporting agencies. To order your free credit report, visit www.annualcreditreport.com or call toll-free at 1-877-322-8228. We recommend that you remain vigilant for incidents of fraud and identity theft by reviewing account statements and monitoring your free credit reports. We also recommend that you remain alert for unsolicited communications involving your personal information.

In addition, we have arranged to offer you identity protection and credit monitoring services for two years at no cost to you. The enclosed Reference Guide provides information on registration and recommendations by the U.S. Federal Trade Commission on the protection of personal information.

More Information

We regret any concern this issue may cause. If you have any questions regarding this matter, please contact (833) 931-5100 toll-free, Monday through Friday 8 a.m. to 8 p.m. CT (excluding major U.S. holidays). Please reference engagement number **B124526** when calling.

Sincerely,



Vladimir Makatsaria
Chief Executive Officer

U.S. Reference Guide

We encourage you to take the following steps:

Register for Identity Protection and Credit Monitoring Services. We have arranged with Experian to help you protect your identity and your credit information for two years at no cost to you. This offer is available to you for two years from the date of enrollment and requires action on your part. Additional information, terms of this service, self-help tips, and information about identity protection are located at www.ExperianIDWorks.com/restoration.

To enroll in these services, please follow the steps below:

1. Ensure that you enroll by: **September 30, 2024**
2. Visit the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/credit>
3. Provide your activation code: ABCDEFGHI

If you have questions about Experian or IdentityWorks, or if you would like an alternative to enrolling in IdentityWorks online, please contact Experian's customer care team at (833) 931-5100. As proof of eligibility for this service, you may be asked to provide the engagement number, which is **B124526**.

Order Your Free Credit Report. To order your free credit report, visit www.annualcreditreport.com, call toll-free at 1-877-322-8228, or complete the Annual Credit Report Request Form on the U.S. Federal Trade Commission's ("FTC's") website at www.consumer.ftc.gov and mail it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281. The three nationwide consumer reporting agencies provide free annual credit reports only through the website, toll-free number or request form.

When you receive your credit report, review it carefully. Look for accounts you did not open. Look in the "inquiries" section for names of creditors from whom you haven't requested credit. Some companies bill under names other than their store or commercial names. The consumer reporting agency will be able to tell you when that is the case. Look in the "personal information" section for any inaccuracies in your information (such as home address and Social Security number). If you see anything you do not understand, call the consumer reporting agency at the telephone number on the report. Errors in this information may be a warning sign of possible identity theft. You should notify the consumer reporting agencies of any inaccuracies in your report, whether due to error or fraud, as soon as possible so the information can be investigated and, if found to be in error, corrected. If there are accounts or charges you did not authorize, immediately notify the appropriate consumer reporting agency by telephone and in writing. Consumer reporting agency staff will review your report with you. If the information cannot be explained, then you will need to call the creditors involved. Information that cannot be explained also should be reported to your local police or sheriff's office because it may signal criminal activity.

Report Incidents. If you detect any unauthorized transactions in a financial account, promptly notify your payment card company or financial institution. If you are in the U.S. and detect any incident of identity theft or fraud, promptly report the incident to law enforcement, the FTC and your state Attorney General. If you believe your identity has been stolen, the FTC recommends that you take these steps:



- Close the accounts that you have confirmed or believe have been tampered with or opened fraudulently. For more information, please visit <https://www.identitytheft.gov/>.
- File a local police report. Obtain a copy of the police report and submit it to your creditors and any others that may require proof of the identity theft crime.

You can contact the FTC to learn more about how to protect yourself from becoming a victim of identity theft and how to repair identity theft:

Federal Trade Commission
 Consumer Response Center
 600 Pennsylvania Avenue, NW
 Washington, DC 20580 1-877-IDTHEFT (438-4338)
www.ftc.gov/idtheft/

Consider Placing a Fraud Alert on Your Credit File. To protect yourself from possible identity theft, consider placing a fraud alert on your credit file. A fraud alert helps protect you against the possibility of an identity thief opening new credit accounts in your name. When a merchant checks the credit history of someone applying for credit, the merchant gets a notice that the applicant may be the victim of identity theft. The alert notifies the merchant to take steps to verify the identity of the applicant. You can place a fraud alert on your credit report by calling any one of the toll-free numbers provided below. You will reach an automated telephone system that allows you to flag your file with a fraud alert at all three consumer reporting agencies. For more information on fraud alerts, you also may contact the FTC as described above.

Equifax
 Equifax Information Services LLC
 P.O. Box 105069
 Atlanta, GA 30348-5069
 1-800-525-6285
www.equifax.com

Experian
 Experian Inc.
 P.O. Box 9554
 Allen, TX 75013
 1-888-397-3742
www.experian.com

TransUnion
 TransUnion LLC
 P.O. Box 2000
 Chester, PA 19016
 1-800-680-7289
www.transunion.com

Consider Placing a Security Freeze on Your Credit File. You may wish to place a “security freeze” (also known as a “credit freeze”) on your credit file. A security freeze is designed to prevent potential creditors from accessing your credit file at the consumer reporting agencies without your consent. Unlike a fraud alert, you must place a security freeze on your credit file at each consumer reporting agency individually. There is no charge to place or lift a security freeze. For more information on security freezes, you may contact the three nationwide consumer reporting agencies or the FTC as described above. As the instructions for establishing a security freeze differ from state to state, please contact the three nationwide consumer reporting agencies to find out more information.

The consumer reporting agencies may require proper identification prior to honoring your request. For example, you may be asked to provide:

- Your full name with middle initial and generation (such as Jr., Sr., II, III)
- Your Social Security number
- Your date of birth
- Addresses where you have lived over the past five years

- A legible copy of a government-issued identification card (such as a state driver's license or military ID card)
- Proof of your current residential address (such as a current utility bill or account statement)

For Maryland Residents. You can obtain information from the Maryland Office of the Attorney General about steps you can take to avoid identity theft. You may contact the Maryland Attorney General at:

Maryland Office of the Attorney General
Consumer Protection Division
200 St. Paul Place
Baltimore, MD 21202
(888) 743-0023 (toll-free in Maryland)
(410) 576-6300
www.marylandattorneygeneral.gov

For Oregon Residents. You are encouraged to report suspected identity theft to the Oregon Attorney General at:

Oregon Department of Justice
1162 Court Street NE
Salem, OR 97301-4096
(877) 877-9392 (toll-free in Oregon)
(503) 378-4400
www.doj.state.or.us

For Rhode Island Residents. You may obtain information about preventing and avoiding identity theft from the Rhode Island Office of the Attorney General at:

Rhode Island Office of the Attorney General
Consumer Protection Unit
150 South Main Street
Providence, RI 02903
(401)-274-4400
www.riag.ri.gov

You have the right to obtain a police report and request a security freeze as described above. The consumer reporting agencies may require that you provide certain personal information (such as your name, Social Security number, date of birth, and address) and proper identification (such as a copy of a government-issued ID card and a bill or statement) prior to honoring your request for a security freeze on your account.

For Washington, D.C. Residents. You may obtain information about preventing and avoiding identity theft from the Office of the Attorney General for the District of Columbia at:

Office of the Attorney General for the District of Columbia
400 6th Street NW
Washington, D.C. 20001
(202)-727-3400
www.oag.dc.gov



[insert], 2024

[Insert address]

NOTICE OF DATA BREACH

Dear Colleague,

We are writing to notify you of a cybersecurity incident that involves certain of your personal information.

As you are aware, LivaNova was affected by a cybersecurity incident that occurred around October 26, 2023, which we identified on November 19, 2023. The incident affected some of our information technology systems and certain personal information of some current and former employees and contingent workers. We regret that this matter affected certain of your personal information.

The types of personal information affected varied by individual and included information such as name, telephone number, date of birth and employee ID.

Promptly after detecting the issue, we began an investigation with assistance from external cybersecurity experts and coordinated with law enforcement. We also quickly took steps to protect our systems and data, and to mitigate the impact of the incident, including shutting down certain systems and requiring personnel to change their passwords. We take the protection of personal information very seriously and continue to enhance our security safeguards.

Although we currently do not have evidence of harm to individuals resulting from this issue, we are alerting you so you can take steps to help protect your personal information. We recommend that you remain alert for unsolicited communications involving your personal information and review your account statements for suspicious activity.

To further assist you, LivaNova is offering you two years of free identity protection and credit monitoring services through Experian IdentityWorks. These services are available to you for two years from the date of enrollment and require action on your part. To enroll in these services:

1. Ensure that you enroll by **August 30, 2024**
2. Visit the Experian IdentityWorks website to enroll:
<https://www.experianidworks.com/credit>
3. Provide your activation code: [REDACTED]

Additional information, terms of these services, self-help tips and information about identity protection are located at <https://www.experianidworks.com/credit>.

More Information

We regret any inconvenience this issue may cause you. If you have questions about this issue or the Experian IdentityWorks services, or if you would like an alternative to enrolling in the services online, please contact Experian's customer care team toll-free at 833-931-5100, Monday through

Friday 8 a.m. to 8 p.m. CT (excluding major U.S. holidays). Please reference engagement number B119941 when calling.

Sincerely,

Vladimir Makatsaria
Chief Executive Officer

U.S. Reference Guide

We encourage affected individuals to take the following steps:

Order Your Free Credit Report. To order your free credit report, visit www.annualcreditreport.com, call toll-free at 1-877-322-8228, or complete the Annual Credit Report Request Form on the U.S. Federal Trade Commission's ("FTC's") website at www.consumer.ftc.gov and mail it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281. The three nationwide consumer reporting agencies provide free annual credit reports only through the website, toll-free number or request form.

When you receive your credit report, review it carefully. Look for accounts you did not open. Look in the "inquiries" section for names of creditors from whom you haven't requested credit. Some companies bill under names other than their store or commercial names. The consumer reporting agency will be able to tell you when that is the case. Look in the "personal information" section for any inaccuracies in your information (such as home address and Social Security number). If you see anything you do not understand, call the consumer reporting agency at the telephone number on the report. Errors in this information may be a warning sign of possible identity theft. You should notify the consumer reporting agencies of any inaccuracies in your report, whether due to error or fraud, as soon as possible so the information can be investigated and, if found to be in error, corrected. If there are accounts or charges you did not authorize, immediately notify the appropriate consumer reporting agency by telephone and in writing. Consumer reporting agency staff will review your report with you. If the information cannot be explained, then you will need to call the creditors involved. Information that cannot be explained also should be reported to your local police or sheriff's office because it may signal criminal activity.

Report Incidents. If you detect any unauthorized transactions in a financial account, promptly notify your payment card company or financial institution. If you detect any incident of identity theft or fraud, promptly report the incident to law enforcement, the FTC and your state Attorney General. If you believe your identity has been stolen, the FTC recommends that you take these steps:

- Close the accounts that you have confirmed or believe have been tampered with or opened fraudulently. For streamlined checklists and sample letters to help guide you through the recovery process, please visit <https://www.identitytheft.gov>.
- File a local police report. Obtain a copy of the police report and submit it to your creditors and any others that may require proof of the identity theft crime. You can contact the FTC to learn more about how to protect yourself from becoming a victim of identity theft and how to repair identity theft:

Federal Trade Commission
Consumer Response Center
600 Pennsylvania Avenue, NW
Washington, DC 20580
1-877-IDTHEFT (438-4338)

www.ftc.gov/idtheft

Consider Placing a Fraud Alert on Your Credit File. To protect yourself from possible identity theft, consider placing a fraud alert on your credit file. A fraud alert helps protect you against the possibility of an identity thief opening new credit accounts in your name. When a merchant checks the credit history of someone applying for credit, the merchant gets a notice that the applicant may be the victim of identity theft. The alert notifies the merchant to take steps to verify the identity of the applicant. You can place a fraud alert on your credit report by calling any one of the toll-free numbers provided below. You will reach an automated telephone system that allows you to flag your file with a fraud alert at all three consumer reporting agencies. For more information on fraud alerts, you also may contact the FTC as described above.

Equifax	Equifax Information Services LLC P.O. Box 105069 Atlanta, GA 30348	1-800-525-6285	www.equifax.com
Experian	Experian Inc. P.O. Box 9554 Allen, TX 75013	1-888-397-3742	www.experian.com
TransUnion	TransUnion LLC P.O. Box 2000 Chester, PA 19016	1-800-680-7289	www.transunion.com

Consider Placing a Security Freeze on Your Credit File. You may wish to place a “security freeze” (also known as a “credit freeze”) on your credit file. A security freeze is designed to prevent potential creditors from accessing your credit file at the consumer reporting agencies without your consent. *Unlike a fraud alert, you must place a security freeze on your credit file at each consumer reporting agency individually.* There is no charge to place or lift a security freeze. For more information on security freezes, you may contact the three nationwide consumer reporting agencies or the FTC as described above. As the instructions for establishing a security freeze differ from state to state, please contact the three nationwide consumer reporting agencies to find out more information.

The consumer reporting agencies may require proper identification prior to honoring your request. For example, you may be asked to provide:

- Your full name with middle initial and generation (such as Jr., Sr., II, III)
- Your Social Security number
- Your date of birth
- Addresses where you have lived over the past five years
- A legible copy of a government-issued identification card (such as a state driver’s license or military ID card)
- Proof of your current residential address (such as a current utility bill or account statement)