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RECEIVED

MAR 15 2018

CONSUMER PROTECTION

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March 14, 2018

To:	The Honorable Gordon J. MacDonald Attorney General of New Hampshire	Fax No.:	603-271-2110
		Phone No.:	603-271-3658
Company:	Office of the Attorney General		

From:	Elliot R. Golding	Number of Pages (including cover)	17
Subject:			

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Please see the attached information.

47 Offices in 20 Countries

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March 14, 2018

VIA U.S. MAIL AND FACSIMILE

The Honorable Gordon J. MacDonald
Attorney General of New Hampshire
Office of the Attorney General
33 Capitol Street
Concord, NH 03301

Dear Mr. Attorney General:

I represent Invacare Corporation ("Invacare") and am writing to inform you about an incident that may impact 1 individual within your state. Specifically, on February 16, 2018, Invacare discovered that an unauthorized third party obtained access to an Invacare employee's email account starting on or about January 12, 2018. Invacare immediately commenced an investigation and took steps to terminate the unauthorized access. Through the investigation, Invacare determined on March 6, 2018 that the third party acquired from the accessed email account the names, addresses, and social security numbers or individual taxpayer identification numbers of 187 total individuals, including 1 resident within your state. Invacare has notified law enforcement about this incident.

Although Invacare has no evidence that the information has been or will be misused, Invacare nevertheless is notifying and providing free credit protection services to individuals in an abundance of caution. Specifically, Invacare arranged for AllClear ID to provide identify theft protection services, which include free credit monitoring for one year to all impacted individuals who choose to enroll, along with identity recovery assistance and \$1,000,000 insurance for reimbursement of expenses if identity theft occurs.

The affected individuals residing in your state will be sent the attached written notification via first class mail on March 15, 2018.

44 Offices in 21 Countries

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Squire Patton Boggs (US) LLP

March 14, 2018

Invacare takes very seriously its responsibility to protect the privacy of your citizens' information and is taking additional steps to strengthen further its ability to prevent this type of incident from happening in the future.

Sincerely,



Elliot Golding, Esq.
Partner
Squire Patton Boggs LLP

Attachment

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Yes, you can.

March 15, 2018

First and Last Name
Street Address
City, State ZIP Code

RE: Notice of Data Breach

Dear First and Last Name:

I am writing to inform you of an incident involving your personal information.

What Happened

On February 16, 2018, Invacare Corporation discovered that an unauthorized third party obtained access to an Invacare employee's email account starting on or about January 12, 2018. Invacare immediately commenced an investigation and took steps to terminate the unauthorized access. Through the investigation, Invacare discovered on March 6, 2018, that the third party acquired from the accessed email account personal information about a limited number of people, including you. Although we have no evidence that the information has been or will be misused, out of an abundance of caution, we nevertheless are writing to inform you about this unfortunate incident and to identify steps you may take to help protect your identity.

What Information Was Involved

Based on our investigation, your name, address, and Social Security Number or Individual Taxpayer Identification Number were impacted.

What We Are Doing

Upon discovering this attack, we took immediate action to terminate the unauthorized access to our email system. We also notified law enforcement of the criminal activity and strengthened our data security practices to help prevent this type of incident from occurring again. Finally, to help safeguard against the potential misuse of your personal information, we have arranged for AllClear ID to **provide credit protection services for one year at no cost to you.**

What You Can Do

As an added precaution, we have arranged to have AllClear ID protect your identity for 12 months at no cost to you. The following identity protection services start on the date of this notice and you can use them at any time during the next 12 months.

INVACARE CORPORATION
One Invacare Way P.O. Box 4028 Elyria, OH 44036-2125 USA
440-329-6000 www.invacare.com

AllClear Identity Repair: This service is automatically available to you with no enrollment required. If a problem arises, simply call 1-877-676-0379 and a dedicated investigator will help recover financial losses, restore your credit and make sure your identity is returned to its proper condition.

AllClear Fraud Alerts with Credit Monitoring: This service offers the ability to enroll, renew, and remove 90-day fraud alerts on your credit file to help protect you from credit fraud. In addition, it provides credit monitoring services, a once annual credit score and credit report, and a \$1 million identity theft insurance policy. To enroll in this service, you will need to provide your personal information to AllClear ID. You may sign up online at enroll.allclearid.com using the following redemption code: {RedemptionCode}.

Please note: Following enrollment, additional steps are required by you in order to activate your phone alerts and fraud alerts, and to pull your credit score and credit file. Additional steps may be required in order to activate your all monitoring options

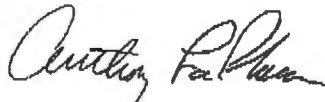
Regardless of whether you take advantage of the services being offered, we recommend that you continue to remain vigilant by checking your credit reports periodically. We have also attached a Reference Guide that suggests other steps you may take to help protect your identity. If you detect any fraudulent or unusual activity, please contact AllClear ID at the phone number above.

For More Information

If you have any questions, please call us at 440-329-6279 from 8:00 a.m. to 5:00 p.m. ET, Monday through Friday, excluding national holidays.

Protecting your information is very important to us. We are taking additional steps to further strengthen our ability to prevent this type of incident from happening in the future. We apologize for any inconvenience this incident may have caused.

Sincerely,



Anthony LaPlaca
Corporate Secretary

Attachment

INVACARE CORPORATION
One Invacare Way P.O. Box 4028 Elyria, OH 44036-2125 USA
440-329-6000 www.invacare.com

Reference Guide: Information about Identity Theft Protection

We recommend that you regularly review statements from your accounts and periodically obtain your credit report from one or more of the national credit reporting companies. You may obtain a free copy of your credit report online at www.annualcreditreport.com, by calling toll-free 1-877-322-8228, or by mailing an Annual Credit Report Request Form (available at www.annualcreditreport.com) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281. You may also purchase a copy of your credit report by contacting one or more of the three national credit reporting agencies listed below.

Equifax: P.O. Box 740241, Atlanta, Georgia 30374-0241, 1-800-685-1111, www.equifax.com
Experian: P.O. Box 9532, Allen, TX 75013, 1-888-397-3742, www.experian.com
TransUnion: P.O. Box 1000, Chester, PA 19022, 1-800-888-4213, www.transunion.com

When you receive your credit reports, review them carefully. Look for accounts or creditor inquiries that you did not initiate or do not recognize. Look for information, such as home address and Social Security number, that is not accurate. If you see anything you do not understand, call the credit reporting agency at the telephone number on the report.

We recommend you remain vigilant with respect to reviewing your account statements and credit reports, and promptly report any suspicious activity or suspected identity theft to us and to the proper law enforcement authorities, including local law enforcement, your state's attorney general and/or the Federal Trade Commission ("FTC"). You may contact the FTC or your state's regulatory authority to obtain additional information about avoiding identity theft.

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

For residents of Maryland: You may also obtain information about preventing and avoiding identity theft from the Maryland Office of the Attorney General:

Maryland Office of the Attorney General, Consumer Protection Division
 200 St. Paul Place, Baltimore, MD 21202, 1-888-743-0023, www.oag.state.md.us

For residents of North Carolina: You may also obtain information about preventing and avoiding identity theft from the North Carolina Attorney General's Office:

North Carolina Attorney General's Office, Consumer Protection Division
 9001 Mail Service Center, Raleigh, NC 27699-9001, 1-877-5-NO-SCAM, www.ncdoj.gov

Fraud Alerts: There are also two types of fraud alerts that you can place on your credit report to notify your creditors: an initial fraud alert and an extended alert. You may ask that an initial fraud alert be placed on your credit report if you suspect you have been, or are about to be, a victim of identity theft. An initial fraud alert stays on your credit report for at least 90 days. You may have an extended alert placed on your credit report if you have already been a victim of identity theft with the appropriate documentary proof. An extended fraud alert stays on your credit report for seven years. You can place a fraud alert on your credit report by calling the toll-free fraud number of any of the three national credit reporting agencies listed below.

Equifax: 1-888-766-0008, www.equifax.com
Experian: 1-888-397-3742, www.experian.com
TransUnion: 1-800-680-7289, fraud.transunion.com

Credit Freezes: You may have the right to put a credit freeze, also known as a security freeze, on your credit file, so that no new credit can be opened in your name without the use of a PIN number that is issued to you when you initiate a freeze. A credit freeze is designed to prevent potential credit grantors from accessing your credit report without your consent. If you place a credit freeze, potential creditors and other third parties will not be able to get access to your credit report.

unless you temporarily lift the freeze. Therefore, using a credit freeze may delay your ability to obtain credit. In addition, you may incur fees to place, lift and/or remove a credit freeze. Credit freeze laws vary from state to state. The cost of placing, temporarily lifting, and removing a credit freeze also varies by state, generally \$5 to \$20 per action at each credit reporting company. Unlike a fraud alert, you must separately place a credit freeze on your credit file at each credit reporting company. Since the instructions for how to establish a credit freeze differ from state to state, please contact the three major credit reporting companies as specified below to find out more information:

- Equifax: P.O. Box 105788, Atlanta, GA 30348, www.equifax.com
- Experian: P.O. Box 9554, Allen, TX 75013, www.experian.com
- TransUnion LLC: P.O. Box 2000, Chester, PA, 19022-2000, freeze.transunion.com

You can obtain more information about fraud alerts and credit freezes by contacting the FTC or one of the national credit reporting agencies listed above.