

Notice of Security Incident

Friedrich Air Conditioning, LLC (“Friedrich”) is giving notice about a recent security incident that may have involved the personal information of some individuals associated with the Company.

On or about February 9, 2022, Friedrich experienced a data security incident that caused disruption to certain portions of our information technology network. We immediately investigated and aggressively responded to this incident. Passwords were changed, and the unauthorized access was blocked. Outside technical experts were also engaged to further investigate and evaluate the nature and scope of the incident.

During the course of our investigation, suspicious activity indicating possible unauthorized access to certain portions of our IT environment was identified in connection with this incident. There were also indications that similar suspicious activity occurred dating back to June 2021. Through investigation, Friedrich learned that unauthorized third part(ies) may have accessed or potentially exfiltrated certain limited files from our IT environment, and appropriate notices were made to individuals known at the time to have been affected by this incident.

Friedrich has continued to investigate and work with third-party experts to determine the full scope of this event and undertook an extensive document review process of the impacted files (which involved hand reviewing individual documents) in order to be able to identify individuals who potentially needed to be notified of this incident. As a result of those efforts, Friedrich learned that some of the impacted files may have contained the personal information of certain individuals associated with the Company. The information affected varies by individual and in some cases included name; date of birth; driver's license and/or state ID number; passport number; financial account number; payment card number; tax ID number; username and password; medical record number; patient account number; health insurance member and/or group number; healthcare provider name; prescription information; and/or diagnosis, treatment, clinical and/or other health-related information. For some individuals the personal information involved included a Social Security number, and these individuals are being provided complimentary credit monitoring and identity theft protection services as required by law.

While there is no evidence that any personal information has actually been used inappropriately, it is recommended that all individuals generally, and as affected by this incident, closely monitor financial account statements and credit reports and report any discrepancies to law enforcement. As a precaution, Friedrich also recommends individuals review statements received from their healthcare providers and health insurer(s) and alert the provider or insurer immediately of any charges for services not received. Additional guidance that consumers can take to protect themselves can be found at: <https://www.consumer.ftc.gov/features/feature-0014-identity-theft>.

Friedrich is fully committed to protecting personal information entrusted to us, and we sincerely apologize for any inconvenience or concern this may have caused.

If you are concerned your information was involved in this incident, please call toll-free (866) 985-2484 between the hours of 9:00 am and 5:00 pm, Eastern Time, Monday - Friday (excluding major U.S. holidays).