

C/O IDX
P.O. Box 1907
Suwanee, GA 30024

Name of patient
Address of Patient
City state ZIP patient

May 21, 2021

Dear **[First Name][Last Name]**

I am writing on behalf of Livingston DDS of Oregon, LLC, which owns and operates the Aspen Dental branded practice located in Keizer, Oregon, regarding an incident first reported to us on March 20, 2021.

What Happened? Between March 19, 2021 and March 20, 2021, the independently owned dental practice of Dr. Livingston, located in Keizer, Oregon, was the victim of a string of burglaries that occurred in the community. Aspen Dental was notified of this incident on March 20, 2021 and began working closely with local police, who were conducting an investigation. On March 22, 2021, Aspen Dental determined that a drive containing dental x-ray images for certain patients was taken from the practice location in connection with the burglary.

Upon learning of this incident, Aspen Dental immediately launched an investigation into the scope of the event. We determined that the drive at issue **did not contain** any critical patient health information regarding patient diagnosis, treatment, date of birth, address, Social Security number, health insurance, credit card, or other payment information.

What Information was Involved? The information stored on the drive at issue was limited to patients' names, dental x-ray images, and patient record numbers. No other patient health information is at risk in connection with this incident. While we are unaware of any actual or attempted misuse of the patient information at issue, in an abundance of caution we are providing notice to all patients whose information was contained on the network drive.

What We Are Doing. In response to this incident, Aspen Dental is offering you access to 12 months of identity monitoring services through IDX at no cost to you. Aspen Dental takes these matters very seriously and is committed to protecting patients' information. Aspen Dental continues to assess and improve all policies and procedures to protect patient health information and safety at each of the independently owned dental office locations. The Department of Health and Human Services has also been notified of the incident, along with certain state regulators.

What You Can Do. We encourage you to remain vigilant against incidents of identity theft and fraud by reviewing your account statements and monitoring your free credit reports for suspicious activity and to detect errors. We encourage you to review the "Steps You Can Take To Protect Personal Information" enclosed with this letter, and to enroll in the free credit and identity monitoring services we are offering you through IDX. The credit monitoring enrollment instructions are included on the following page.

For More Information. If you have any questions about this letter, please contact 833-664-2010, Monday through Friday from 6:00 am – 6:00 pm Pacific Time, excluding major U.S. holidays. You may also write to Aspen Dental at 281 Sanders Creek Parkway, East Syracuse, NY 13057.

We sincerely regret any inconvenience or concern that this matter may have caused you. Thank you for your patience and understanding.

A handwritten signature in black ink, appearing to be 'BB' with a stylized flourish.

Brian G. Bay
Director, Risk Management and Loss Prevention
HIPAA Privacy Officer on behalf of **[Entity Name]**

Steps You Can Take To Protect Your Information

Enroll in Credit and Identity Monitoring

Enrollment Code: [Insert Unique Credit Monitoring Code]

We are offering you complimentary identity theft protection services through IDX, the data breach and recovery services expert. IDX identity protection services include: [Variable Text 2] months of credit and CyberScan monitoring, a \$1,000,000 insurance reimbursement policy, and fully managed id theft recovery services. With this protection, IDX will help you resolve issues if your identity is compromised. The monitoring included in the membership must be activated to be effective. Note: You must have established credit and access to a computer and the internet to use this service. If you need assistance, IDX will be able to assist you.

You may enroll in the free IDX identity protection services by going to <https://response.idx.us/aspen> or calling **833-664-2010** and using the Enrollment Code provided above. IDX representatives are available Monday through Friday from 6:00 am – 6:00 pm Pacific Time. Please note the deadline to enroll is **August 21, 2021**.

If you discover any suspicious activity and have enrolled in IDX identity protection, notify IDX immediately by calling or by logging into the IDX website and filing a request for help. If you file a request for help or report suspicious activity, you will be contacted by a member of our ID Care team who will help you determine the cause of the suspicious items. In the unlikely event that you fall victim to identity theft as a consequence of this incident, you will be assigned an ID Care Specialist who will work on your behalf to identify, stop and reverse the damage quickly.

Activate Credit Monitoring - After you are enrolled, you may login to your account at www.idexpertsCorp.com with the user ID and password you selected during your enrollment. Your login information will be provided in the Welcome Letter that you should receive shortly in the mail or instantly via email if an email address was provided. You will find detailed instructions for activating the credit monitoring on the website.

The monitoring service is active for [Variable Text 2] months (paid for by Aspen Dental Management, Inc.). Once activated, you will be notified within 24 hours of any changes to your credit report, alerting you to potentially fraudulent activity such as new accounts or inquiries.

Monitor Credit Activity - You can receive free credit reports by placing fraud alerts. Under federal law, you also are entitled every 12 months to one free copy of your credit report from each of the three major credit reporting bureaus: Equifax, Experian, and TransUnion. To obtain a free annual credit report, go to www.annualcreditreport.com or call 1-877-322-8228. You may wish to stagger your requests so that you receive a free report by one of the three credit bureaus every four months. If you discover any suspicious items, notify IDX immediately by calling or by visiting their Member website and filing a theft report. In the event that you discover actual or suspected identity theft in connection with this incident or otherwise, you will be assigned an IDX Recovery Advocate who will work on your behalf to identify, stop, and reverse the damage quickly.

Place Fraud Alerts *after* you have activated your credit monitoring. You can place a fraud alert at one of the three major credit bureaus via the web, or by phone. This will prevent someone from opening new accounts in your name. The phone numbers and web addresses for the three bureaus are:

Equifax	Experian	TransUnion
https://www.equifax.com/personal/credit-report-services/	https://www.experian.com/help/	https://www.transunion.com/credit-help
888-298-0045	1-888-397-3742	833-395-6938
Equifax Fraud Alert, P.O. Box 105069 Atlanta, GA 30348-5069	Experian Fraud Alert, P.O. Box 9554, Allen, TX 75013	TransUnion Fraud Alert, P.O. Box 2000, Chester, PA 19016
Equifax Credit Freeze, P.O. Box 105788 Atlanta, GA 30348-5788	Experian Credit Freeze, P.O. Box 9554, Allen, TX 75013	TransUnion Credit Freeze, P.O. Box 160, Woodlyn, PA 19094

It is only necessary to contact ONE of these bureaus and use ONE of these methods. As soon as one of the three bureaus confirms your fraud alert, the others are notified to place alerts on their records as well. You will then be able to order all three credit reports, free of charge, for your review. If you find anything suspicious, you should immediately contact IDX. Please activate credit monitoring before placing fraud alerts to ensure faster and easier processing of the monitoring service.

You may further educate yourself regarding identity theft, fraud alerts, credit freezes, and the steps you can take to protect your personal information by contacting the consumer reporting bureaus, the Federal Trade Commission, or your state Attorney General. The Federal Trade Commission may be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580; www.identitytheft.gov; 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. You can obtain further information on how to file such a complaint by way of the contact information listed above. You have the right to file a police report if you ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, you will likely need to provide some proof that you have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement and your state Attorney General.