



Return Mail Processing Center
P.O. Box 6336
Portland, OR 97228-6336

***IMPORTANT INFORMATION
PLEASE REVIEW CAREFULLY***



The privacy and security of the personal information we maintain is of the utmost importance to Weddell Pediatric Dental Specialists (“Weddell”). I am writing with important information regarding a recent incident that may have involved some of your minor’s information. I want to provide you with information about the incident and let you know that we continue to take significant measures to protect personal information.

What Happened?

On July 23, 2021, Weddell learned that an unauthorized individual gained access to an employee email account. Upon learning of this issue, we contained and secured the threat and commenced a prompt and thorough investigation.

What We Are Doing.

We immediately launched an investigation in consultation with outside cybersecurity professionals who regularly investigate and analyze these types of situations to help determine whether any sensitive data had been compromised because of the incident. Our investigation confirmed that the unauthorized individual(s) potentially gained access to one (1) employee email account that contained your minor’s personal information on July 23, 2021.

What Information Was Involved?

On October 27, 2021, following an extensive review and analysis of the data at issue, we determined that certain files and folders potentially removed from our network contained your minor’s first and last name, along with your minor’s <<variable text>>. Given the unauthorized network access, potential acquisition of certain files and the value we place on our relationship with you and your minor, we wanted to notify you about this incident.

What You Can Do.

We have no forensic evidence that any of your minor’s information has been misused. Nevertheless, out of an abundance of caution, we wanted to make you and your minor aware of the incident. This letter also provides other precautionary measures you can take to protect your minor’s personal information, including placing a fraud alert and security freeze on your minor’s credit files, and obtaining a free credit report. Additionally, you should always remain vigilant in reviewing your minor’s financial account statements and credit reports for fraudulent or irregular activity on a regular basis. To the extent that it is helpful, we have included information about protecting your minor against medical identity theft.

For More Information.

Please accept our apologies that this incident occurred. We remain fully committed to maintaining the privacy of personal information in our possession and have taken many precautions to safeguard it. We continually evaluate and modify our practices to enhance the security and privacy of personal information.

If you have any further questions regarding this incident, please call our toll-free response line at [REDACTED]. This response line is available Monday through Friday from 9:00 a.m. to 9:00 p.m. Eastern Time excluding major U.S. holidays.

Sincerely,

Weddell Pediatric Dental Specialists

– OTHER IMPORTANT INFORMATION –

1. Placing a Fraud Alert on Your Minor’s Credit File.

Whether or not you choose to use the complimentary 12 month credit monitoring services, we recommend that you place an initial one-year “fraud alert” on your minor’s credit files, at no charge (if one exists). A fraud alert tells creditors to contact your minor personally before they open any new accounts. To place a fraud alert, call any one of the three major credit bureaus at the numbers listed below. As soon as one credit bureau confirms your minor’s fraud alert, they will notify the others.

Equifax

P.O. Box 105788
Atlanta, GA 30348
<https://www.equifax.com/personal/credit-report-services/credit-fraud-alerts/>
(800) 525-6285

Experian

P.O. Box 9554
Allen, TX 75013
<https://www.experian.com/fraud/center.html>
(888) 397-3742

TransUnion LLC

P.O. Box 6790
Fullerton, PA 92834-6790
<https://www.transunion.com/fraud-alerts>
(800) 680-7289

2. Placing a Security Freeze on Your Minor’s Credit File.

If you are very concerned about becoming a victim of fraud or identity theft, you may request a “security freeze” be placed on your minor’s credit file, at no charge (if one exists). A security freeze prohibits, with certain specific exceptions, the consumer reporting agencies from releasing your minor’s credit report or any information from it without their express authorization. You may place a security freeze on your minor’s credit report by contacting all three nationwide credit reporting companies at the numbers below and following the stated directions or by sending a request in writing, by mail, to all three credit reporting companies:

Equifax Security Freeze

P.O. Box 105788
Atlanta, GA 30348
<https://www.equifax.com/personal/credit-report-services/credit-freeze/>
(800) 349-9960

Experian Security Freeze

P.O. Box 9554
Allen, TX 75013
<http://experian.com/freeze>
(888) 397-3742

TransUnion Security Freeze

P.O. Box 2000
Chester, PA 19016
<http://www.transunion.com/securityfreeze>
(888) 909-8872

In order to place the security freeze, you’ll need to supply your minor’s name, address, date of birth, Social Security number and other personal information. After receiving the freeze request, each credit reporting company will send you a confirmation letter containing a unique PIN (personal identification number) or password. Keep the PIN or password in a safe place. You will need it if you choose to lift the freeze.

3. Obtaining a Free Credit Report.

Under federal law, your minor may be entitled to one free credit report every 12 months from each of the above three major nationwide credit reporting companies. Call **1-877-322-8228** or request your minor’s free credit reports online at **www.annualcreditreport.com**. Once you receive your minor’s credit reports, review them for discrepancies. Identify any accounts you or your minor did not open or inquiries from creditors that you or your minor did not authorize. Verify all information is correct. If you have questions or notice incorrect information, contact the credit reporting company.

4. Additional Helpful Resources.

Even if you do not find any suspicious activity on your minor’s initial credit reports, the Federal Trade Commission (FTC) recommends that you check their credit reports periodically. Checking your minor’s credit report periodically can help you spot problems and address them quickly.

If you find suspicious activity on your minor’s credit reports or have reason to believe your minor’s information is being misused, call their local law enforcement agency and file a police report. Be sure to obtain a copy of the police report, as many creditors will want the information it contains to absolve your minor of the fraudulent debts. You may also file a complaint with the FTC by contacting them on the web at www.ftc.gov/idtheft, by phone at 1-877-IDTHEFT (1-877-438-4338), or by mail at Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580. Your complaint will be added to the FTC’s Identity Theft Data Clearinghouse, where it will be accessible to law enforcement for their investigations. In addition, you may obtain information from the FTC about fraud alerts and security freezes.

If your minor’s personal information has been used to file a false tax return, to open an account or to attempt to open an account in their name or to commit fraud or other crimes against them, you may file a police report in the city in which your minor currently resides.

If this notice letter states that your minor’s financial account number was impacted, we recommend that you contact your minor’s financial institution to inquire about steps to take to protect the account, including whether you should close the account or obtain a new account number.

Maryland Residents: You may obtain information about avoiding identity theft from the Maryland Attorney General's Office: Office of the Attorney General of Maryland, Consumer Protection Division, 200 St. Paul Place, Baltimore, MD 21202, www.oag.state.md.us/Consumer, Telephone: 1-888-743-0023.

Massachusetts Residents: Under Massachusetts law, you have the right to obtain a police report in regard to this incident. If you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it.

New York Residents: You may obtain information about preventing identity theft from the New York Attorney General's Office: Office of the Attorney General, The Capitol, Albany, NY 12224-0341; <https://ag.ny.gov/consumer-frauds-bureau/identity-theft>; Telephone: 800-771-7755.

North Carolina Residents: You may obtain information about preventing identity theft from the North Carolina Attorney General's Office: Office of the Attorney General of North Carolina, Consumer Protection Division, 9001 Mail Service Center, Raleigh, NC 27699-9001, www.ncdoj.gov/, Telephone: 877-566-7226.

Oregon Residents: You may obtain information about preventing identity theft from the Oregon Attorney General's Office: Oregon Department of Justice, 1162 Court Street NE, Salem, OR 97301-4096, www.doj.state.or.us/, Telephone: 877-877-9392

Iowa Residents: You may contact law enforcement or the Iowa Attorney General's Office to report suspected incidents of identity Theft: Office of the Attorney General of Iowa, Consumer Protection Division, Hoover State Office Building, 1305 East Walnut Street, Des Moines, IA 50319, www.iowaattorneygeneral.gov, Telephone: (515) 281-5164

5. Protecting Your Minor's Medical Information.

The following practices can help to protect your minor from medical identity theft.

- Only share your minor's health insurance cards with your minor's health care providers and other family members who are covered under your minor's insurance plan or who help you with your minor's medical care.
- Review your minor's "explanation of benefits statement" which you receive from your minor's health insurance company. Follow up with your minor's insurance company or care provider for any items you do not recognize. If necessary, contact the care provider on the explanation of benefits statement and ask for copies of medical records from the date of the potential access (noted above) to current date.
- Ask your minor's insurance company for a current year-to-date report of all services paid for your minor as a beneficiary. Follow up with your minor's insurance company or the care provider for any items you do not recognize.