

## Attachment A

Family Vision of Anderson, P.A.  
P.O. Box 989728  
West Sacramento, CA 95798-9728

<<First Name>> <<Last Name>> <<Suffix>>  
<<Address1>>  
<<Address2>>  
<<City>>, <<State>> <<Zip>>

Enrollment Code: <<Enrollment Code>>

To Enroll, Scan the QR Code Below:



Or Visit:

<https://response.idx.us/familyvision>

July 26, 2023

Dear <<First Name>> <<Last Name>>,

We are writing to inform you of a recent data security breach experienced by Family Vision of Anderson, P.A. ("Practice"). As a result of this breach, personal health information belonging to you or a family member may have been compromised. We have no indication that any information has been misused in any way. Most importantly, we want to apologize; we understand how important your privacy is to you and take this matter very seriously.

### **What Happened?**

On May 22, 2023, the Practice received a message on a Practice computer indicating the presence of ransomware. We immediately disabled access to our systems, launched an investigation to determine what happened and the extent of the incident, and notified law enforcement. With help from the United States Secret Service, our investigation determined that on May 21, 2023, unauthorized unknown third party(ies) installed ransomware in the Practice's server that resulted in the server being encrypted. The server contained personal health information about you or your family member.

### **What Information Was Involved?**

While the information present on the sever varies by individual, the third party(ies) may have accessed demographic data, health information about you, and health insurance information about you or your family member, including your or your family member's first and last name, date of birth, social security number, driver's license, address, telephone number, email address, gender, medical record number, health insurance company, health insurance number, allergies and other medical history, appointment date(s), scheduled optometrist, optometry prescription, and optometry eye scans. **The information did not include your bank account information or credit card information. Further, if your first contact with the Practice was after May 22, 2023, your information was not impacted.**

### **What We Are Doing:**

We are taking proactive steps to limit the impact of this incident and to help mitigate the potential for harm. In addition, we are providing additional staff training and are revisiting our policies and procedures and security measures to reduce the likelihood of a similar incident in the future. Finally, we reported the incident to the United States Secret Service, and are reporting the incident to the U.S. Department of Health and Human Services Office for Civil Rights as well as Experian, Equifax, and Trans Union.

As an added precaution to help protect your information from potential misuse, we are also offering you identity theft protection services through IDX, A ZeroFox Company, the data breach and recovery services expert. IDX identity protection services include: <<12 months/24 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.

**What You Can Do:**

We encourage you to contact IDX with any questions and to enroll in the free identity protection services by calling 1-888-558-6563 or going to <https://response.idx.us/familyvision>, or scanning the QR image and using the Enrollment Code provided above. IDX representatives are available Monday through Friday from 9 am - 9 pm Eastern Time. **Please note the deadline to enroll is October 26, 2023.**

While we are unaware of any actual or attempted misuse of your information as a result of this event, we nevertheless encourage you to remain vigilant by reviewing your health insurance account records, explanation of benefits forms, and credit reports and immediately reporting all suspicious activity to the institution that issued the record. Please also review the “Additional Resources and Information” section included with this letter. This section describes additional steps you can take to help protect yourself, including details on how to place a fraud alert or a security freeze on your credit file and how to obtain a free copy of your credit report. You may also contact the IDX representatives, who can answer questions or concerns you may have regarding the protection of your personal information.

**For More Information:**

You will find detailed instructions for enrollment on the enclosed “Additional Resources and Information” document. Also, you will need to reference the enrollment code at the top of this letter when calling or enrolling online, so please do not discard this letter.

Please call 1-888-558-6563 or go to <https://response.idx.us/familyvision> for assistance or for any additional questions you may have.

We sincerely apologize for any inconvenience or concern this incident has caused. IDX representatives have been fully versed on the incident, and we encourage you to reach out to IDX with any questions you may have.

Sincerely,

Family Vision of Anderson, P.A.

(Enclosure)

## ADDITIONAL RESOURCES AND INFORMATION

### IDX Services.

1. **Website and Enrollment.** Scan the QR image or go to <https://response.idx.us/familyvision> and follow the instructions for enrollment using your Enrollment Code provided at the top of the letter.
2. **Activate the credit monitoring** provided as part of your IDX identity protection membership. 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.
3. **Telephone.** Contact IDX at 1-888-558-6563 to gain additional information about this event and speak with knowledgeable representatives about the appropriate steps to take to protect your credit identity.

**Free Credit Report.** We recommend that you remain vigilant by reviewing account statements and monitoring credit reports. Under federal law, you may obtain a copy of your credit report, free of charge, once every 12 months from each of the three credit reporting companies. To order your free credit report, please **visit [www.annualcreditreport.com](http://www.annualcreditreport.com)** or **call toll free at 1-877-322-8228**. You can also order your annual free credit report by mailing a completed Annual Credit Report Request Form (available from the U.S. Federal Trade Commission website at [www.consumer.ftc.gov](http://www.consumer.ftc.gov)) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281. You may wish to stagger your requests so that you receive a free report by one of the three credit bureaus every four months.

**Fraud Alerts.** You may place a fraud alert in your file by calling one of the nationwide credit reporting bureaus listed below. **There is no cost to place a fraud alert on your credit file.** A fraud alert tells creditors to follow certain procedures, including contacting you before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you, but may also delay you when you seek to obtain credit. It is necessary to contact only ONE of these bureaus and use only 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.

**Security Freezes.** You have the right to place a security freeze on your credit report. **There is no cost to freeze or unfreeze your credit files.** By placing a security freeze, someone who fraudulently acquires your personal identifying information will not be able to use that information to open new accounts or borrow money in your name. You will need to contact **each** of the three national credit reporting bureaus listed below to place the freeze. Keep in mind that when you place the freeze, you will not be able to borrow money, obtain instant credit, or get a new credit card until you temporarily lift or permanently remove the freeze.

**Please Note: No one is allowed to place a fraud alert on your credit report except you.**

To learn more about how to prevent identity theft, including the use of fraud alerts and security freezes, you can contact the nationwide credit reporting agencies at the contact information listed below:

	<b>Fraud Alert</b>	<b>Security Freeze</b>
<b>Equifax</b> P.O. Box 105788 Atlanta, GA 30348	By Phone: 1-800-525-6285 Online: <a href="https://www.equifax.com/personal/credit-report-services/credit-fraud-alerts/">https://www.equifax.com/personal/credit-report-services/credit-fraud-alerts/</a>	By Phone: 1-888-298-0045 Online: <a href="https://www.equifax.com/personal/credit-report-services/credit-freeze/">https://www.equifax.com/personal/credit-report-services/credit-freeze/</a>
<b>Experian</b> P.O. Box 9554 Allen, TX 75013	By Phone: 1-888-397-3742 Online: <a href="https://www.experian.com/fraud/center.html">https://www.experian.com/fraud/center.html</a>	By Phone: 1-888-397-3742 Online: <a href="https://www.experian.com/freeze/center.html">https://www.experian.com/freeze/center.html</a>
<b>TransUnion</b> P.O. Box 2000 Chester, PA 19022	By Phone: 1-833-395-6938 Online: <a href="https://www.transunion.com/fraud-alerts">https://www.transunion.com/fraud-alerts</a>	By Phone: 1-833-395-6938 Online: <a href="https://www.transunion.com/credit-freeze">https://www.transunion.com/credit-freeze</a>

You also have certain rights under the Fair Credit Reporting Act (FCRA), including: to know what is in your file; to dispute incomplete or inaccurate information; and to have consumer reporting agencies correct or delete inaccurate, incomplete, or unverifiable information. For more information about the FCRA and ways to obtain a free credit report, please visit <https://www.consumer.ftc.gov/articles/0155-free-credit-reports>.

### **Report Fraudulent Activity.**

- If you discover any suspicious items in your credit report, believe that you are the victim of identity theft, or have reason to believe that your personal information has been misused, and you 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 the IDX 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.

- You should also know that you have the right to file a police report if you ever experience identity fraud. Please note that to file a crime report or incident report with law enforcement for identity theft, you will likely need to provide some kind of proof that you have been a victim. A police report is often required to dispute fraudulent items. You can report suspected incidents of identity theft to local law enforcement or to the Attorney General.

**What do I do if my family member is deceased?** You may contact the credit bureaus listed above, and request they flag your family member's credit file. This will prevent the credit file information from being used to open credit. You may be required to mail a copy of your family member's death certificate to each company.

**Additional Information.** To learn more about how to prevent identity theft, including the use of fraud alerts and security freezes, you can contact:

**All US Residents:** Identity Theft Clearinghouse, Federal Trade Commission, 600 Pennsylvania Avenue, NW Washington, DC 20580, <https://consumer.ftc.gov>, 1-877-IDTHEFT (438-4338), TTY: 1-866-653-4261.

**California Residents:** Visit the California Office of Privacy Protection, [www.oag.ca.gov/privacy](http://www.oag.ca.gov/privacy), for additional information on protection against identity theft. Office of the Attorney General of California, 1300 I Street, Sacramento, CA 95814, Telephone: 1-800-952-5225.

**Kentucky Residents:** Office of the Attorney General of Kentucky, 700 Capitol Avenue, Suite 118 Frankfort, Kentucky 40601, <https://www.ag.ky.gov>, Telephone: 1-502-696-5300.

**Maryland Residents:** Office of the Attorney General of Maryland, Consumer Protection Division, 200 St. Paul Place Baltimore, MD 21202, <https://www.marylandattorneygeneral.gov/Pages/CPD/>, Telephone: 1-888-743-0023.

**New Mexico Residents:** You have rights pursuant to the Fair Credit Reporting Act, such as the right to be told if information in your credit file has been used against you, the right to know what is in your credit file, the right to ask for your credit score, and the right to dispute incomplete or inaccurate information. Further, pursuant to the Fair Credit Reporting Act, the consumer reporting agencies must correct or delete inaccurate, incomplete, or unverifiable information; consumer reporting agencies may not report outdated negative information; access to your file is limited; you must give your consent for credit reports to be provided to employers; you may limit "prescreened" offers of credit and insurance you get based on information in your credit report; and you may seek damages from a violator. You may have additional rights under the Fair Credit Reporting Act not summarized here. Identity theft victims and active duty military personnel have specific additional rights pursuant to the Fair Credit Reporting Act. You can review your rights pursuant to the Fair Credit Reporting Act by visiting [www.consumerfinance.gov/f/201504\\_cfpb\\_summary\\_your-rights-under-fcra.pdf](http://www.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf), or by writing Consumer Response Center, Room 130-A, Federal Trade Commission, 600 Pennsylvania Ave. N.W., Washington, D.C. 20580.

**New York Residents:** The New York Attorney General may be contacted at: Office of the Attorney General, The Capitol, Albany, NY 12224-0341; <https://ag.ny.gov>, Telephone: 1-800-771-7755.

**North Carolina Residents:** Office of the Attorney General of North Carolina, 9001 Mail Service Center Raleigh, NC 27699-9001, <https://www.ncdoj.gov>, Telephone: 1-919-716-6400.

**Oregon Residents:** Oregon Department of Justice, 1162 Court Street NE, Salem, OR 97301-4096, <https://www.doj.state.or.us>, Telephone: 1-877-877-9392.

**Rhode Island Residents:** Office of the Attorney General, 150 South Main Street, Providence, RI 02903, <https://riag.ri.gov>, Telephone: 1-401-274-4400.