


Return Mail Processing  
PO Box 589  
Claysburg, PA 16625-0589

September 17, 2020

 F7985-L03-0000003 P001 T00001 \*\*\*\*\*MIXED AADC 159  
SAMPLE A SAMPLE - L03 PONTI CUSTOMER NO CM  
APT 123  
123 ANY ST  
ANYTOWN, US 12345-6789  


### Data Incident Notification

Dear Ponti Customer:

We're writing to you as a valued customer of Ponti Veterinary Hospital ("Ponti") to inform you of a cybersecurity incident that affected our hospital and possibly your customer data. We are unaware of any actual access to, acquisition of, or misuse of your information; we are providing notice to you about this incident because we respect your privacy.

<b>What Happened?</b>	Ponti's technology systems, including its systems holding customer and associate data, were subject to two cyberattacks on or around August 14, 2020 and August 17, 2020. VCA Animal Hospitals became aware of the attacks on August 18, 2020, the day that it assumed operations of Ponti. As part of the attacks, Ponti's computer systems were encrypted, preventing Ponti from accessing customer and associate data.
<b>What Information Was Involved?</b>	We are only able to confirm that the information was encrypted so that it could not be accessed for a short period of time by Ponti. We have no evidence that your personal information was acquired, and Ponti's systems have fully recovered.
<b>What are We Doing?</b>	Protecting the privacy and security of your data is of critical importance to Ponti. After conducting a full investigation of the incident with the support of cybersecurity and privacy experts, we have put in place additional security controls to protect against future attacks and we are actively monitoring to protect against further incidents. Though we have no basis to believe that any of your personal data was taken, Ponti is informing you of this incident because we respect your privacy.



<b>What You Can Do.</b>	<p>As a precautionary measure, we encourage you to remain alert to monitor for phishing attacks or other misuse of your personal information. Further, while we have no reason to believe that sensitive financial information was exposed, it is always good practice to monitor your account statements and credit reports to guard against fraud and identity theft.</p> <p>For your convenience, we have provided contact information for the three major credit reporting agencies below. These credit reporting agencies provide a free copy of your credit report, at your request, once every 12 months:</p> <table><tr><td>Equifax (800) 685-1111 www.equifax.com P.O. Box 740241 Atlanta, GA 30374</td><td>Experian (888) 397-3742 www.experian.com P.O. Box 4500 Allen, TX 75013</td><td>TransUnion (800) 916-8800 www.transunion.com P.O. Box 2000 Chester, PA 19016</td></tr></table> <p>You have rights under the federal Fair Credit Reporting Act (FCRA), which governs the collection and use of information pertaining to you by consumer reporting agencies. For more information about your rights under the FCRA, please visit <a href="http://www.consumer.ftc.gov/articles/pdf-0096-fair-credit-reporting-act.pdf">www.consumer.ftc.gov/articles/pdf-0096-fair-credit-reporting-act.pdf</a> or <a href="http://www.ftc.gov">www.ftc.gov</a>.</p> <p>Your state attorney general may also have advice on preventing identity theft, and you should report instances of known or suspected identity theft to law enforcement, your state attorney general, or the U.S. Federal Trade Commission ("FTC").</p> <p>The FTC provides further information on fraud alerts, security freezes, and how to protect yourself from identity theft. The FTC can be contacted by mail at 600 Pennsylvania Avenue, NW, Washington, DC 20580; by phone at 1-877-ID-THEFT (877-438-4338); or online at <a href="http://www.consumer.gov/idtheft">www.consumer.gov/idtheft</a>.</p>	Equifax (800) 685-1111 www.equifax.com P.O. Box 740241 Atlanta, GA 30374	Experian (888) 397-3742 www.experian.com P.O. Box 4500 Allen, TX 75013	TransUnion (800) 916-8800 www.transunion.com P.O. Box 2000 Chester, PA 19016
Equifax (800) 685-1111 www.equifax.com P.O. Box 740241 Atlanta, GA 30374	Experian (888) 397-3742 www.experian.com P.O. Box 4500 Allen, TX 75013	TransUnion (800) 916-8800 www.transunion.com P.O. Box 2000 Chester, PA 19016		
<b>For More Information.</b>	<p>For more information, call [REDACTED] and be prepared to reference [REDACTED]. You may also email us at [REDACTED].</p>			

Sincerely,



Todd Lavender, DVM

President, VCA Animal Hospitals & Petcare Services