



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

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

January 12, 2021

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

We are writing to inform you of a data security incident that may have impacted some of your personal information. We take the security of your information very seriously, and we sincerely apologize for any concern this incident may cause. This letter contains information about what happened, actions we have taken to prevent a reoccurrence, and steps you can take to protect your information.

What Happened?

Recently, we learned that an unauthorized individual(s) gained access to an employee's email account, using the email account in an unsuccessful attempt to commit payment fraud. The employee's account was disabled, and we conducted an investigation to determine what information may have been at risk. On November 20, 2020, we identified personal information within the email account that could have been accessed although given the unauthorized individual's intent, it is unlikely that any personal information was accessed.

What information was involved?

Our investigation revealed that the email account may have contained information relating to your name, address, date of birth, and limited health information. While we have no indication that this information was viewed by the unauthorized individual(s), we are notifying you because we cannot conclusively rule out that possibility.

What We Are Doing

We take the security of all information in our systems very seriously, and we want to assure you that we've already taken steps to prevent a reoccurrence by implementing multifactor authentication and retraining employees on recognizing phishing and spoofing emails.

What You Can Do

Although we have no reports of misuse of your or anyone's information, we recommend that you review the additional information enclosed, which contains important steps you can take to further protect your personal information.

For More Information

If you have questions, please call contact IDX for more information by calling 1-833-754-1805. IDX experts are available Monday through Friday from 8 am - 8 pm Central Time. IDX representatives have been fully versed on the incident and can answer questions or concerns you may have regarding protection of your personal information.

Protecting your information is important to us. We appreciate your patience and understanding, and we sincerely apologize for any inconvenience or concern this incident may cause you.

Sincerely,

Precision Spine Care

Additional Important Information

For residents of Iowa: You are advised to report any suspected identity theft to law enforcement or to the Attorney General.

For residents of Oregon: You are advised to report any suspected identity theft to law enforcement, including the Attorney General, and the Federal Trade Commission.

For residents of New Mexico: You are advised to review personal account statements and credit reports, as applicable, to detect errors resulting from the security incident, and that you have rights pursuant to the federal Fair Credit Reporting Act. Please see the contact information for the Federal Trade Commission listed below.

For residents of District of Columbia, Illinois, Maryland, New York, North Carolina, and Rhode Island:

You can obtain information from the District of Columbia, Maryland, North Carolina, New York, and Rhode Island Offices of the Attorney General and the Federal Trade Commission about fraud alerts, security freezes, and steps you can take toward preventing identity theft.

DC Attorney General 400 6th Street NW Washington, D.C. 20001 1-202-727-3400 www.oag.dc.gov	Maryland Office of Attorney General 200 St. Paul Place Baltimore, MD 21202 1-888-743-0023 www.oag.state.md.us	Rhode Island Office of Attorney General 150 South Main Street Providence RI 02903 1-401-274-4400 www.riag.ri.gov	North Carolina Attorney General 9001 Mail Service Ctr Raleigh, NC 27699 1-877-566-7226 www.ncdoj.com	New York Attorney General 120 Broadway 3rd Floor New York, NY 10271 www.ag.ny.gov
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Federal Trade Commission, Consumer Response Center
600 Pennsylvania Ave, NW Washington, DC 20580
1-877-IDTHEFT (438-4338) www.identitytheft.gov

For residents of Massachusetts and Rhode Island: You have the right to obtain a police report if you are a victim of identity theft.

For residents of all states:

It is recommended that you remain vigilant for incidents of fraud and identity theft by reviewing payment card account statements and monitoring your credit reports for unauthorized activity. You may obtain a copy of your credit report, free of charge, whether or not you suspect any unauthorized activity on your account. You may obtain a free copy of your credit report from each of the three nationwide credit reporting agencies. To order your free credit report, please visit 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 at <https://www.consumer.ftc.gov/articles/0155-free-credit-reports>) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281.

Fraud Alerts: You can place fraud alerts with the three credit bureaus by phone and online with Equifax (https://assets.equifax.com/assets/personal/Fraud_Alert_Request_Form.pdf), Experian (<https://www.experian.com/fraud/center.html>), or Transunion (<https://www.transunion.com/fraud-victim-resource/place-fraud-alert>). 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 also may delay you when you seek to obtain credit. Initial fraud alerts last for one year. Victims of identity theft can also get an extended fraud alert for seven years. The phone numbers for all three credit bureaus are at the bottom of this page.

Monitoring: You should always remain vigilant and monitor your accounts for suspicious or unusual activity.

Security Freeze: You also have the right to place a security freeze on your credit report. A security freeze is intended to prevent credit, loans, and services from being approved in your name without your consent. To place a security freeze on your credit report, you need to make a request to each consumer reporting agency by certified mail, overnight mail, regular stamped mail, or by following the instructions found at the websites listed below. The following information must be included when requesting a security freeze for yourself or your spouse or a minor under 16: (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past five years; (5) Proof of current address, such as current utility or telephone bill, bank or insurance statement; (6) legible photocopy of government-issued identification card (state driver's license or ID card, military identification, etc.); and (7) if you are a victim of identity theft, include a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft. It is essential that each copy be legible, display your name and current mailing address, and the date of issue. It is free to place, lift, or remove a security freeze.

Equifax Security Freeze
P.O. Box 105788
Atlanta, GA 30348-5788
www.equifax.com
800-525-6285

Experian Security Freeze
P.O. Box 9554
Allen, TX 75013-9544
www.experian.com
888-397-3742

TransUnion Security Freeze
P.O. Box 2000
Chester, PA 19014-0200
www.transunion.com
800-680-7289