

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

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<<City>><<State>><<Zip>>
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<<Date>>

Dear <<Name 1>>:

At Wilmington Surgical Associates, patient care is at the center of our mission and we take seriously the confidentiality of the patient information we hold. Regrettably, we must inform you that on October 19, 2020, we discovered that an unauthorized person illegally accessed information on our computer network.

The access was limited to two (2) servers used for administrative purposes. The information may have included your name, date of birth, Social Security number, insurance information, and other demographic and clinical information. Our electronic medical records used for patient treatment were not accessed or affected. This incident does not affect the care provided to you by Wilmington Surgical or the integrity of your medical record.

The first step we took as a result of this incident was to report the incident to law enforcement and retain an outside computer security firm to conduct an investigation into this incident. These investigations are ongoing. It has been reported in the national media that hackers have significantly increased their targeting of medical practices and hospitals on a national level.

Secondly, to guard against such an event occurring again, with the assistance of the computer security firm, we have reviewed our computer security to identify areas in which security can be improved. We are also evaluating our internal policies and procedures to identify areas of potential improvement.

Thirdly, we put in place a measure of goodwill for you, our patient. At this time, we do not have any information indicating your personal information was improperly used. However, we have arranged for identity theft protection services for 12 months at no cost to you. CyberScout's Credit Monitoring offers credit monitoring, proactive fraud assistance, ID theft resolution, and credit freeze assistance. Below, we outline how to access the free identity protection services, steps you can take to safeguard your identity, and government resources you can contact for more information.

We truly regret any inconvenience this causes you and are committed to providing you the best information and support available. If you have any additional questions, please contact us at 1-800-429-2557. This number is dedicated solely for questions relating to this incident. Staff answering our main office number will be directing you to call this number.

Sincerely,



Chad Martin
Practice Administrator

Credit Monitoring Enrollment Instructions

Single-Bureau Credit Monitoring
+ Proactive Fraud Assistance +
ID Theft and Fraud Resolution +
Credit Freeze
DBC P20 B109

We are providing you with access to Credit Monitoring services at no charge. Services are for 12 months from the date of enrollment. When changes occur to your Experian credit file, notification is sent to you the same day that the change or update takes place with the bureau. In addition, we are providing you with proactive fraud assistance to help with any questions you might have. In the event you become a victim of fraud you will also have access remediation support from a CyberScout Fraud Investigator. In order for you to receive the monitoring service described above, you have 120 days from the date of this notice to sign up for these services.

How do I enroll for the free services?

To enroll in Credit Monitoring services at no charge, please log on to <https://www.myidmanager.com> and follow the instructions provided. When prompted please provide the following unique code to receive services: <<Activation Code>>. In order for you to receive the monitoring services described above, you must enroll by April 30, 2021.

Remain Vigilant by Monitoring Your Financial Statements and Credit Reports.

You can also order free copies of your credit reports through www.annualcreditreport.com. You may also place a fraud alert on your credit file. A fraud alert tells creditors to contact you before they open any new accounts or change your existing accounts. You can call any one of the three major credit bureaus at the contact information below or place fraud alerts online at the websites below. As soon as one credit bureau confirms your fraud alert, the others are notified to place fraud alerts.

| | Equifax | Experian | TransUnion |
|---|---|---|---|
| Phone | 1-800-525-6285 or 1-888-766-0008 | 1-888-397-3742 | 1-800-680-7289 |
| Address | Equifax Consumer Fraud Division PO Box 740256 Atlanta, GA 30374 | Experian Fraud Division P.O. Box 9554 Allen, TX 75013 | TransUnion LLC P.O. Box 2000 Chester, PA 19016 |
| Online Credit Report Fraud Alert Form | https://www.alerts.equifax.com/AutoFraudOnline/jsp/fraudAlert.jsp | https://www.experian.com/consumer/cac/InvalidateSession.do?code=SECURITYALERT | http://www.transunion.com/corporate/personal/fraudIdentityTheft/fraudPrevention/fraudAlert.page |

Place a Security Freeze on Your Account.

In addition to a fraud alert, you may also have a security freeze placed on your credit file. A security freeze is free and will block a credit bureau from releasing information from your credit report without your prior written authorization. However, please be aware that it may delay, interfere with, or prevent the timely approval of any requests you make for new loans, mortgages, employment, housing, or other services.

If you have been a victim of identity theft, and you provide the credit reporting agency with a valid police report you have filed about such identity theft, it will not charge you to place, lift or remove a security freeze. In all other cases, each credit reporting agency may charge you a fee, which varies by state, to place, temporarily lift, or permanently remove a security freeze.

To place a security freeze on your credit report, you may send a written request to each of the major consumer reporting agencies by visiting each consumer reporting agency online or writing to each agency by regular, certified, or overnight mail, as follows:

| | Equifax | Experian | TransUnion |
|--|---|---|---|
| Address | Equifax Security Freeze P.O. Box 105788 Atlanta, Georgia 30348 | Experian Security Freeze P.O. Box 9554 Allen, TX 75013 | TransUnion LLC P.O. Box 2000 Chester, PA 19016 |
| Online Credit Report Fraud Alert Form | https://www.freeze.equifax.com/Freeze/jsp/SFF_PersonalIDInfo.jsp | https://www.experian.com/freeze/center.html | https://freeze.transunion.com/sf/securityFreeze/landingPage.jsp |

When you receive your credit reports, make sure that your personal information is accurate. If you see anything that you do not understand, call the credit bureau at the telephone number on the report. We advise you to remain vigilant by reviewing your account statements and monitoring your free credit reports. If you see any suspicious activity, please contact the Wilmington Police Department at 910-452-6120.

Government Agencies

If you would like to learn more about preventing identity theft, fraud alerts, and security freezes, you can contact the Federal Trade Commission.

| Federal Trade Commission | |
|---------------------------------|---|
| Phone | 877-382-4357 |
| Physical/Mailing Address | 600 Pennsylvania Avenue, NW Washington, DC 20580 |
| Website | https://www.ftc.gov/ |

If you are a resident of North Carolina, you can obtain information from the North Carolina Attorney General's office about preventing identity theft.

| North Carolina Attorney General's Office | |
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| Phone | 877-566-7226 |
| Physical Address | 114 West Edenton Street Raleigh, NC 27603 |
| Mailing Address | 9001 Mail Service Center Raleigh, NC 27699-9001 |
| Website | https://ncdoj.gov/ |