

[LETTER to be sent to Group C. Group C = all new recipients, consisting of all prior employees plus all affiliated individuals of either current or former employees. These will all get unique Individual codes]

IDX content, including
HEA and ASC logos
Recipient name and address

To Enroll in IDX Identity Protection,
Please Visit
<https://app.idx.us/account-creation/protect>
or call 833-726-0934, M-F
Enrollment Code: <<XXXXXXXX>>

Notice of Data Breach

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

Harvard Eye Associates and Alicia Surgery Center are writing to let you know about a data breach that involved your personal information.

If you are receiving this letter, that means that either:

1. You are a current or former employee of Harvard Eye or Alicia Surgery Center; or
2. At some point, one of our employees gave us your personal information in connection with employment benefits (such as health insurance, life insurance, or retirement).

What Happened

Harvard Eye Associates contracts with a vendor for online data storage. On January 15, 2021, the vendor notified Harvard Eye that hackers had accessed the vendor's computer system and taken some of our data.

The vendor informed Harvard Eye that the hackers had demanded money to return the data they had taken. After consulting with cybersecurity experts and the FBI, the vendor made the payment. The hackers then returned the data and told the vendor they had not disclosed the data or kept any copies. The vendor determined, through its investigation, that the hackers might have been able to access Harvard Eye's data as early as October 24, 2020. The vendor's cybersecurity experts have been monitoring the internet and have not found any evidence that the hackers used or disclosed the data.

What Information was Involved

If you are a current or former employee of Harvard Eye or Alicia Surgery Center, the compromised data might have included your name, address, phone number, email address, date of birth, Social Security number, bank account number (used for direct deposit of paychecks), and copy of your driver's license, passport, or other government-issued ID.

If you are **not** a current or former employee of Harvard Eye or Alicia Surgery Center, the compromised data might have included your name, date of birth, and Social Security number.

What We are Doing

When the vendor learned of this incident, it notified the FBI, hired cybersecurity experts, investigated, blocked further access by the hackers, and strengthened its security measures to help prevent future incidents. At Harvard Eye and Alicia Surgery Center, we have taken steps to review and analyze the incident, and we will continue our ongoing efforts to maintain and enhance data security.

While we have no evidence that the hackers used or disclosed any of your personal information, we are offering identity theft protection services through IDX. IDX identity protection services include: 24 months of credit and CyberScan monitoring, a \$1 million insurance reimbursement policy, and identity theft recovery services. (Please note that individuals under age 18 are not eligible for credit monitoring, but **are** eligible for the other listed IDX services.) These IDX services can help you resolve issues if your identity is compromised.

What You Can Do

We encourage you to contact IDX right away to enroll in the free identity protection services by calling 1-833-726-0934 or going to <https://app.idx.us/account-creation/protect> and using the Enrollment Code provided above. IDX representatives are available Monday through Friday from 9am to 9pm Eastern Time. Please note the deadline to enroll is **May 5, 2021**.

We encourage you to take advantage of these free services. You will find detailed instructions for enrollment in the attached Recommended Steps document. Also, you will need to reference the enrollment code at the top of the first page of this email when calling or enrolling online, so please do not discard this letter.

For More Information

We regret that this incident occurred, and we apologize for any stress or inconvenience it causes you.

If you have questions about the free identity protection services, or to enroll in these services, please call 1-833-726-0934 or go to <https://app.idx.us/account-creation/protect>.

If you have questions about the hacking incident, please call Harvard Eye Associates at (888) 611-0026.

Sincerely,

[insert Dr H signature from pt ltr]

John Hovanesian, MD
Vice President
Harvard Eye Associates

[insert Dr K signature from pt ltr]

Edward Kim, MD
Medical Director
Alicia Surgery Center

(Enclosure)