



NOTICE OF DATA BREACH

SENT VIA: FIRST-CLASS U.S. MAIL

[Date]

[Name]

[Address Line 1]

[City, STATE, Zip code]

RE: Dental Health Services Privacy Incident

Dear [Name],

We are writing to let you know about a privacy incident involving some of your personal information.

What Happened?

On or about February 7, 2024, Dental Health Services (“Company”) became aware of the accidental disclosure of certain of its member’s personal information via email. The Company mistakenly emailed monthly invoices containing personal information to some of its employer group customers. The emailed invoices were encrypted with password protection, but, before the mistake was realized, the email recipients were also sent the encryption password in a separate email to view the invoice.

What Information Was Involved?

The incorrectly disclosed monthly invoices contained impacted members’ name(s), date(s) of birth, member identification number(s), eligibility date(s), plan type(s), and premium amount(s) due. Given the nature of the incident and the information involved, the Company has no evidence at this time that your information has been misused for identity theft or fraud.

What Are We Doing?

Upon discovery, we promptly investigated the error and took steps to remediate it. All the email recipients have confirmed destruction of the incorrect invoices.

The Company has also taken appropriate remediative internal steps in order to ensure this error is not repeated.

What You Can Do

Please check your explanation of dental benefits statements, bills and accounts to be sure they are accurate. Please report any questionable information to the Company and the group providing your dental benefits.

Again, given the nature of the incident and the information involved, the Company has no evidence at this time that your information has been misused for identity theft or fraud. We have provided you this link with useful information. <https://consumer.ftc.gov/media/79862>

Dental Health Services, 3780 Kilroy Airport Way, Suite 750, Long Beach, CA 90806

800.637.6453 | dentalhealthservices.com

For More Information

Dental Health Services is committed to protecting the privacy and security of your personal information. If you have any questions or concerns, please contact us Monday through Friday, from 8:00 a.m. to 5:00 p.m. Pacific Time at 866-693-0143.

We deeply regret any inconvenience or concern caused by this incident.

Sincerely,

A handwritten signature in cursive script that reads "Jose Otero". The signature is written in black ink and is positioned above a solid horizontal line that spans the width of the signature.

Jose Otero

Privacy Official

Dental Health Services, Inc.