

June 22, 2020
City Dental
1137 North Main St., Ste #A
Salinas, CA 93906
(831)753-9505

Dear Patient

NOTICE OF DATA BREACH

What Happened?

On the morning of Monday, June 1, 2020, we discovered our computer network had been hacked and our computer terminals could not be used.

What Information Was Involved?

The computers stored both dental records and payment information, including Social Security numbers of several patients and insurance information. As a result, your personal information is now potentially accessible to unauthorized individuals.

What We Did

Immediately upon discovery, we contacted local IT company and other IT company in State of New York to resolve the issue. We paid ransom to the hacker and IT companies to obtain the data. Everything has been resolved. We will report to State Attorney General, FBI and HHS.

What You Can Do

We encourage you to take the following steps to protect yourself from risks associated with this breach of your data

.Dental records and Dental Insurance Information: Regularly review the explanation of benefits statement that received from your insurance administrator. If you see any services listed that you did not receive, contact your administrator immediately the number of your statement. You should also check your credit receipts for dental bills that you do not recognize. If you find anything suspicious, call the credit reporting agency at the number on the report.

.Social Security Number: Place a fraud alert or security freeze on your credit files. A fraud alert requires potential creditors to use what the law refer to a “reasonable policies and procedures” to verify your identity before issuing credit in your name. The alert will remain on your accounts for 90 days. A security freeze will lock your credit files so nobody can access them to obtain credit in your name. You can unlock them temporarily or permanently at any time. You can request a fraud alert or security freeze through any one of the three reporting agencies. Experian 888.397.3742, Equifax 800.525.6285, and TransUnion 800.680.7289. You can also request credit report from any of these agencies, which you should check for suspicious activity. If you find anything, contact local authorities and file a report of identity theft. Ask for a copy of the police report, as you may need to supply this to your creditors.

.Financial Account Numbers: Fortunately, your bank account number or credit card number is not on the computer when receipt of payment has been posted. Only your credit card number is documented on paper with your chart.

.Online Account Information: Reset your user name, password, and security questions and answer on your email if you furnished your email address. Contact your service provider for additional guidance

For More Information

If there is anything that City Dental can do to assist you, please contact us at (831) 753-9505 or via email at citydentalsalinas@yahoo.com

Sincerely

Dr. Youngrim Kim