



Re: Notice of Data Breach

Dear Dynasplint Customer,

I am writing to inform you of a data security incident that involved your personal information. At Dynasplint Systems, Inc. ("DSI"), we take the privacy and security of your information very seriously. This is why I am notifying you of the incident, offering you identity monitoring services, and informing you about steps you can take to help protect your personal information.

**What Happened?** On May 16, 2020, DSI experienced a data security incident. Upon discovering this incident, DSI immediately launched an investigation and engaged a digital forensics firm to determine whether personal information may have been accessed. On June 4, 2020, the investigation determined that certain customer information was accessed without authorization during the incident.

**What Information Was Involved?** The information involved names, addresses, dates of birth, and medical information.

**What Are We Doing?** As soon as we discovered the incident, we took the steps described above. We also notified the Federal Bureau of Investigation. We also enhanced the security of our system in an attempt to prevent any similar incident from occurring in the future. In addition, we are offering you information about steps you can take to help protect your personal information, including free identity monitoring services for 12 months through Kroll as described below.

**What You Can Do:** You can follow the recommendations included in this message to help protect your personal information. We strongly encourage you to activate the identity monitoring services we are offering through Kroll. To activate, please visit [Dynasplint-Notification.Kroll.com](https://Dynasplint-Notification.Kroll.com). Please note you must activate by November 6, 2020. If you have questions or need assistance, please call Kroll at 1-844-923-2637.

**For More Information:** If you have any questions about this message, please contact Kroll at 1-844-923-2637, Monday through Friday, 8:00 am to 5:30 pm Central Time. Please accept our sincere apologies and know that we deeply regret any worry or inconvenience that this may cause you.

Sincerely,

Dynasplint Systems, Inc.

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## Steps You Can Take to Further Protect Your Information

### **Review Your Account Statements and Notify Law Enforcement of Suspicious Activity:**

As a precautionary measure, we recommend that you remain vigilant by reviewing your account statements and credit reports closely. If you detect any suspicious activity on an account, you should promptly notify the financial institution or company with which the account is maintained. You also should promptly report any fraudulent activity or any suspected incidence of identity theft to proper law enforcement authorities, your state attorney general, and/or the Federal Trade Commission (FTC).

**Copy of Credit Report:** You may obtain a free copy of your credit report from each of the three major credit reporting agencies once every 12 months by visiting <http://www.annualcreditreport.com/>, calling toll-free 877-322-8228, or by completing an Annual Credit Report Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348. You can print this form at <https://www.annualcreditreport.com/cra/requestformfinal.pdf>. You also can contact one of the following three national credit reporting agencies:

#### **TransUnion**

P.O. Box 1000  
Chester, PA 19016  
1-800-916-8800  
[www.transunion.com](http://www.transunion.com)

#### **Experian**

P.O. Box 9532  
Allen, TX 75013  
1-888-397-3742  
[www.experian.com](http://www.experian.com)

#### **Equifax**

P.O. Box 105851  
Atlanta, GA 30348  
1-800-525-6285  
[www.equifax.com](http://www.equifax.com)

#### **Free Annual Report**

P.O. Box 105281  
Atlanta, GA 30348  
1-877-322-8228  
[annualcreditreport.com](http://annualcreditreport.com)

**Fraud Alert:** You may want to consider placing a fraud alert on your credit report. An initial fraud alert is free and will stay on your credit file for at least one year. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any accounts in your name. To place a fraud alert on your credit report, contact any of the three credit reporting agencies identified above. Additional information is available at <http://www.annualcreditreport.com>.

**Security Freeze:** Under U.S. law, you have the right to put a security freeze on your credit file for up to one year at no cost. This will prevent new credit from being opened in your name without the use of a PIN number that is issued to you when you initiate the freeze. A security freeze is designed to prevent potential creditors from accessing your credit report without your consent. As a result, using a security freeze

may interfere with or delay your ability to obtain credit. You must separately place a security freeze on your credit file with each credit reporting agency. In order to place a security freeze, you may be required to provide the consumer reporting agency with information that identifies you including your full name, Social Security number, date of birth, current and previous addresses, a copy of your state-issued identification card, and a recent utility bill, bank statement or insurance statement.

**Additional Free Resources:** You can obtain information from the consumer reporting agencies, the FTC or from your respective state Attorney General about fraud alerts, security freezes, and steps you can take toward preventing identity theft. You may report suspected identity theft to local law enforcement, including to the FTC at **Federal Trade Commission**, 600 Pennsylvania Ave, NW, Washington, D.C. 20580, or online at [consumer.ftc.gov](http://consumer.ftc.gov) and [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft), or to the Attorney General in your state.

**You also have certain rights under the Fair Credit Reporting Act (FCRA):** These rights include to know what is in your file; to dispute incomplete or inaccurate information; to have consumer reporting agencies correct or delete inaccurate, incomplete, or unverifiable information, as well as others. For more information about the FCRA, and your rights pursuant to the FCRA, please visit [http://files.consumerfinance.gov/f/201504\\_cfpb\\_summary\\_your-rights-under-fcra.pdf](http://files.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf).

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