

Re: Data Breach

June 27, 2017

Dear Patient,

We are committed to protection the security and confidentiality of our patient's information. Regrettably, we are writing to inform you about an incident involving some of that information. Unfortunately, cyber crime has victimized thousands of large and small businesses and agencies around the world. It is becoming more common every day.

#### What Happened

The FBI contacted us on June 15, 2017 to inform us of a security breach by a criminal cyber group. Upon learning this, we immediately contacted our IT specialists to review and locate the source of entry. Our IT specialist determined that this unauthorized breach happened around August 26, 2016. This time frame coincides around the time when one of our vendors had authorized access to our computer. On an as-needed-basis, we obtain technical support for our software and equipment. Technical support teams gain access remotely to our computers to resolve software, x-ray and CT scan related technical issues.

#### What Information Was Involved

It was determined the information that may have been affected includes your name, billing address, email address, phone numbers, some patients social security numbers, and some patients very limited health history. Patients of record after August 2016 may not be affected at all.

#### What You Can Do

We recommend that you remain vigilant for incidents of fraud or identity theft by reviewing your account statements and free credit reports for any unauthorized activity. You may obtain a copy of your credit report, free of charge, once every 12 months from each of the three nationwide credit reporting companies. To order your free annual report, please visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call free at 1-877-322-8228. Contact information for the three nationwide credit reporting companies is as follows:

*Equifax*, PO BOX 740241, Atlanta, GA 30374, [www.equifax.com](http://www.equifax.com), 1-800-685-1111

*Experian*, PO Box 2002 Allen, TX 75013, [www.experian.com](http://www.experian.com), 1-888-397-3742

*TransUnion*. PO Box 2000, Chester, PA.19016 [www.transunion.com](http://www.transunion.com), 1-800-916-8800

#### What We Are Doing

We sincerely apologize for any inconvenience this may cause you. To help prevent something like this from happening in the future, we have put additional security measures in place to protect data and have placed additional safeguards strengthening the security of our network, along with executing regular scans of our site for malicious activity. We are systematically removing all social security numbers from our system, so if you do have dental insurance, we will ask your Insurance company to provide you with an alternate ID, if they have not done so already.

Again, we take your privacy and security of personal information in our care very seriously. We sincerely regret any inconvenience or concern this incident has caused you.

Sincerely,

Armen Karimyan DDS

