NOTICE OF DATA BREACH **November 7, 2026**

Dear Santa Barbara Endodontics Patient,

For 40 years, Santa Barbara Endodontics has provided endodontic health care for the community and surrounding areas of Santa Barbara. We at Santa Barbara Endodontics are committed to maintaining the privacy and security of the personal information our patients provide to us. We are writing you today to inform you about a data breach that affected our practice, our response to the breach, and resources available to help further protect your personal information, should you feel it necessary to do so. The information accessed during the breach may have included your personal information. Please read this notice carefully to learn more about the incident and what you can do to protect yourself.

What Happened: We believe an unknown threat actor gained unauthorized access to Santa Barbara Endodontics' computer systems recently. We believe the actor accessed our patient records and may have moved copies of the records from our systems. At this time, we do not know the exact date or dates of intrusion. The incident came to our attention when we received a ransom note on October 8, 2026, from an unknown group implying that it wanted money from us for restoring our patient files. We discovered upon further review that patient record files on our systems were encrypted with malicious ransomware. Fortunately, we were able to restore our patient records from backup files. Nonetheless, after we received the ransom note, we launched a forensic investigation to determine the nature and scope of the event. That investigation is still underway.

What Information Was Involved: The threat actor may have accessed the following kinds of data in a patient record containing your name that we are reporting as required by law: social security number (if you provided one to us), information regarding your medical/dental history, your mental or physical condition, endodontic treatment or diagnosis information, your insurance carrier, your insurance policy number or subscriber identification number, your unique identifier used by your insurer /to identify you, and information relating to claims in the past for payments for our services.

What We Are Doing: As stated above, after receiving the ransom note, we immediately began to restore operations in a new environment. We immediately notified the FBI of the incident. We then engaged a cyber security firm to help us assess what happened and the impact of the breach. We are undertaking a thorough process to review our security practices and procedures and, where appropriate, strengthen our security controls. The threat actors claiming to have taken our patient information stated their intentions to post the information. We have been informed of announcements by the attackers on the Internet about the breach and the information they say they have taken. Our cyber security partner is continuing to monitor the dark web for evidence of the scope of any personal information available there. It is also monitoring our computer systems for signs of additional compromise and will immediately notify us of any activity that could impact you. We have also notified the California Attorney General and the U.S. Department of Health & Human Services (HHS) of this incident. Finally, we are offering you 12 months of complimentary identity theft monitoring, prevention, and mitigation services. Please contact our office by email at frontdesk@sbendo.com for further instructions to take advantage of this offer. A service focusing on identity theft monitoring, prevention, and mitigation will provide these services.

What You Can Do: First, carefully review Explanation of Benefits (EOB) statements from your dental plan as you receive them. Contact your insurer immediately if you see services you didn't receive. Unknown services on EOB forms might be a sign of identity theft. Second, if you provided us a social security number, please see the attached toll-free telephone numbers and addresses of the major credit agencies. Information about identity theft is available on their websites. Also, the California Attorney General's website contains information about steps you can take to prevent identity theft. See: https://oag.ca.gov/idtheft.

For More Information: If you would like more information, you are welcome to contact our office by postal mail at the bottom of the first page of this letter or by email at frontdesk@sbendo.com. We deeply regret that this incident occurred and want to assure you we are taking every necessary step to preserve the integrity of your information and minimize any impact. My staff and I view it as a privilege to serve you and the entire Santa Barbara area and wish to continue to serve our community. Should you have any questions or concerns, please feel free to reach out directly. Thank you.

Sincerely,



Terrell F. Pannkuk, DDS, MScD

Credit Bureau Information: With nationwide credit reporting agencies, you can obtain free credit reports, place fraud alerts on your credit file, and place credit freezes on your credit report. The three nationwide agencies and their contact information are:

- **Equifax**: 1-800-685-1111; Fraud Alerts: PO Box 105069 Atlanta, GA 30348-5069; Security Freezes: PO Box 105788 Atlanta, GA 30348-5788; www.equifax.com
- **Experian**: 1-888-397-3742; PO Box 9554 Allen, TX 75013; www.experian.com
- **TransUnion**: 1-800-916-8800; Fraud Alerts: PO Box 2000 Chester, PA 19016; Credit Freezes: PO Box 160 Woodlyn, PA 19094; www.transunion.com