



Sonus Hearing Care Professionals
5555 Garden Grove Blvd., Ste 200
Westminster, CA 92683
Phone: (714) 898-5732
www.sonushearing.com

April 29, 2021

[Victim or Representative Name]
[Address Line 1]
[Address Line 2]
[City, State Zip Code]

Re: Personal Health Information of [Name of Victim]

Dear [Addressee Name -- Victim or Representative]:

On 3-4-2021, Sonus Hearing Care Professionals became aware of a potential breach of your personal health information. We are notifying affected individuals in as timely a manner as possible so you can take swift personal action along with our organization's efforts to reduce or eliminate potential harm. The incident involving protected health information was the theft of several hard drives and several CPUs during a burglary in our Lancaster location. It is possible that your Name, Address, Birthdate, Insurance information, audiogram and hearing aid information was saved on the hard drives and CPUs that were stolen. The good news is that we DO NOT save credit card numbers or social security numbers on any of our clinic computers.

We recommend immediate steps be taken to protect yourself from potential information breach harm these recommendations include:

- Register a fraud alert with the three credit bureaus listed here; and order credit reports:
- Experian: (888) 397-3742; www.experian.com; PO Box 9532, Allen, TX 75013
- TransUnion: (800) 680-7289; www.transunion.com; Fraud Victim Assistance Division, PO Box 6790, Fullerton, CA 92834-6790
- Equifax: (800)525-6285; www.equifax.com; PO 740241, Atlanta, GA 30374-0241
- Monitor account statements, EOBs, and credit bureau reports closely

Here are the steps we have taken to ensure your information is secure:

- 3-5-2021 Sonus filed a police report
- The computers that were purchased to replace the stolen ones have encrypted hard drives.
- The doors and locks at the location have been replaced and reinforced to make forced entry much more difficult.
- Cameras were installed to dissuade potential thieves from future attempts.

We estimate that there were 3100 potential patient records that may have been compromised in the burglary. We have notified the appropriate agencies and are offering you 12 months of free credit monitoring service. To take advantage of this offer, please contact our Privacy Office toll free at (844) 269-4648 or via email at privacyoffice@sonus.com.

Sonus sincerely apologizes for the inconvenience and concern this incident causes you. Your information privacy is very important to us and we will continue to do everything we can to correct this situation and fortify our operational protections for you and others.

You may contact us with questions and concerns in the following ways: by calling our Privacy Office toll free number (844) 269-4648 between the hours of 9 a.m. and 4 p.m., Monday to Friday; sending an e-mail message to privacyoffice@sonus.com; addressing a letter to our postal address, 5555 Garden Grove Blvd., Suite 200, Westminster, CA, 92683 attn: Privacy Office.

Sincerely,
Clay Gililand
Chief Operations Officer