

## **NOTICE OF SECURITY INCIDENT**

Our dental practice culture is driven by a desire to provide our patients with the highest level of dental care. Because we value our patients', team members' and others' need for confidentiality in all aspects of our work, we are proactively making the following information available regarding a data security incident at a vendor. The investigation is ongoing, and we will update this page as additional information becomes available.

### **What happened?**

Our dental practice was notified on March 19, 2026 by a vendor that from October 15-23, 2025 a cyber incident occurred, and some limited patient information of our patients was accessed. Access was limited to information in a few email accounts and vendor files. There is no current evidence of any actual misuse of personal information. There is no evidence that the threat actor removed or acquired any patient information from the emails or files and there was no unauthorized access to the dental practice electronic dental record system.

### **What has been done?**

Notice letters have been mailed to impacted individuals. We are very serious about protecting the personal information of our patients and have confirmed that immediate action was taken to

secure the email accounts and information in the accounts, and information in the vendor's and our network. We are continuing to take actions to confirm the security and privacy of all personal information including providing complimentary identity theft protection services, enhancing email security, providing email security training to staff and email phishing tests.

## **Who is potentially affected?**

Because personal information may have been potentially exposed, we are providing notice so that potentially affected individuals may take precautions to protect themselves. We have mailed letters to affected individuals but are continuing to identify potentially affected persons and additional letters may be mailed after the date of this posting.

## **What information was affected?**

There was no access to the dental practice's patient electronic dental record or dental image system; however, some discrete personal information may have been present in the email and vendor files. If you were potentially affected, our letter to you will detail your information involved. The potentially affected personal information will vary between individuals but may include the following: name, address, date of birth, medical information, health insurance information and/or Social Security Number.

As noted above, there was no evidence found that the threat actor had taken personal information outside of the vendor's email and files.

## How can you protect yourself?

To help provide protection, we offer complimentary credit monitoring and identity theft services for potentially affected persons. Information regarding this service is in the notice letter mailed to you. We encourage you to call the toll-free numbers of any of the three major credit bureaus for additional information about how to protect your identity through those services:

- Experian: 1-888-397-3742; P.O. Box 9532, Allen, TX 75013
- Equifax: 1-800-525-6285; P.O. Box 740241, Atlanta, GA 30374-0241
- TransUnion: 1-800-680-7289; P.O. Box 6790, Fullerton, CA 92834-6790.

We sincerely regret any inconvenience or concern caused by this incident. If you have further questions or concerns, please call the toll-free number 833-918-6270, Monday-Friday, from 8:00am to 8:00pm Central Time (excluding major US holidays).

## RECOMMENDED NEXT STEPS IF YOU RECEIVE A NOTICE:

**1. Activate the credit monitoring.** Follow the instructions for enrollment using your Enrollment Code provided at the top of your Notice letter and contact Experian at the number provided in the Notice if you have questions.

**2. Telephone.** Contact the toll-free number above to gain additional information about this Notice and speak with Experian about the appropriate steps to take to protect your credit identity.

**3. Review your credit reports.** We recommend that you remain vigilant by reviewing account statements and monitoring credit reports. Under federal law, you also are entitled every 12

months to one free copy of your credit report from each of the three major credit reporting companies. To obtain a free annual credit report, go to [www.annualcreditreport.com](http://www.annualcreditreport.com) or call 1-877-322-8228. You may wish to stagger your requests so that you receive a free report by one of the three credit bureaus every four months.

The contact information for all three bureaus is as follows:

#### **Credit Bureaus**

Equifax Fraud Reporting  
1-866-349-5191  
P.O. Box 105069  
Atlanta, GA 30348-5069  
[www.equifax.com](http://www.equifax.com)

Experian Fraud Reporting  
1-888-397-3742  
P.O. Box 9554  
Allen, TX 75013  
[www.experian.com](http://www.experian.com)

TransUnion Fraud Reporting  
1-800-680-7289  
P.O. Box 2000  
Chester, PA 19022-2000  
[www.transunion.com](http://www.transunion.com)

It is necessary to contact only ONE of these bureaus and use only ONE of these methods. As soon as one of the three bureaus confirms your fraud alert, the others are notified to place alerts on their records as well. You will receive confirmation letters in the mail and will then be able to order all three credit reports, free of charge, for your review. An initial fraud alert will last for one year.

***Please Note: No one is allowed to place a fraud alert on your credit report except you.***

**4. State Resources.** Review the state resources available in your state to assist in protecting you from identity theft. A list of available resources by state follows:

## **ADDITIONAL RESOURCES:**

**All US Residents:** Visit the Federal Trade Commission, Identity Theft Clearinghouse, 600

Pennsylvania Avenue, NW Washington, DC 20580, on its website at

[www.consumer.gov/idtheft](http://www.consumer.gov/idtheft), or by phone at 1-877-IDTHEFT (438-4338), TTY: 1-866-653-4261.

for additional information on protection against identity theft.

Garrisonville: <https://www.garrisonvilledental.com/>

**New York Residents:** Visit the Office of the Attorney General (<https://ag.ny.gov/>; by mail: The Capitol, Albany, NY 12224-0341; or phone: 1-800-771-7755) for additional information on protection against identity theft.

**Virginia Residents:** Visit the Office of the Attorney General of Virginia (<https://www.oag.state.va.us/programs-initiatives/identity-theft>) for additional information on protection against identity theft.