



Barrett Eye Care
11450 North Meridian St.
Suite 120,
Carmel, IN 46032

[Insert Recipient's Name]
[Insert Address]
[Insert City, State, Zip]

August 21, 2024

RE: Important Security Notification. Please read this entire letter.

Dear Valued Patient:

We value and respect the privacy of your information, which is why, as a precautionary measure, we are writing to let you know about a cyber security incident that occurred at our offices. Barrett Eye Care ("Barrett"), recently discovered a security incident that may affect the security of your personal information. This letter will provide you with information about the incident, steps we are taking in response, and steps you may take to guard against identity theft and fraud, should you feel it is appropriate to do so.

What Happened? On June 2, 2024, Barrett experienced a security incident where a threat actor gained unauthorized access to Barrett's systems, including the data stored on those systems. The incident allowed the threat actor to view and access certain personal information, while locking Barrett out of their own system. Although the threat actor was able to view and access personal information, there is no evidence, at the time of this letter, that the threat actor had taken these steps. The incident was discovered expeditiously, and proper security measures were conducted to contain the incident.

What Information Was Involved? The information subject to the incident may have included personal information such as your first name, last name, driver's license number and address along with health insurance information. Please note that you are receiving this notification because your personal information may have been exposed.

What Are We Doing? We take the protection of your personal information seriously and are taking steps to prevent a similar occurrence. Upon learning of the incident, Barrett took immediate measures to contain and neutralize the vulnerability, secure the IT environment, notify law enforcement, and initiate a forensic investigation to determine the extent of the incident. Barrett has also deployed, and will continue to deploy, additional security procedures to prevent future incidents. Finally, Barrett has engaged cyber security experts to guide us through the incident, ensuring that we fully comply with our legal obligations and properly mitigate the potential impact of the incident.

Barrett will continue to work with cyber security experts and law enforcement to ensure that this incident is properly addressed, ensure that we remain vigilant in the security of our own operations, and continue strengthen our internal controls and safeguards to ensure this type of incident does not occur again. Barrett will notify you of any significant developments that may further impact the security of your personal information.

What Actions You Can Take? As always, we recommend you be on the alert for suspicious activity related to your financial accounts and credit reports. We encourage you to regularly monitor your statements and records to ensure there are no transactions or other activities that you did not initiate or authorize. You should report any suspicious activity to the appropriate service provider.

We recommend that you obtain, and monitor, your credit reports to ensure that fraudulent activity has not occurred. In line with your rights pursuant to the federal Fair Credit Reporting Act, 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 <https://www.annualcreditreport.com>, by calling toll-free 1 (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.

Additionally, you should report incidents of suspected identity theft to your local law enforcement, the Federal Trade Commission, and your state attorney general. To file a complaint with the FTC, go to IdentityTheft.gov or call 1-877-ID-THEFT (1 (877) 438-4338). Complaints filed with the FTC will be added to the FTC's Identity Theft Data Clearinghouse, which is a database made available to law enforcement agencies. Information on how to contact your state attorney general can be found below:

Anne E. Lopez
Department of the Attorney General
425 Queen Street
Honolulu, HI 96813
(808) 586-1500
Fax: (808) 586-1239
<https://ag.hawaii.gov/contact-us/>
<https://ag.hawaii.gov/contact-us/email-the-department-of-ag/>

Please take advantage of additional free resources on identity theft. We recommend that you review the tips provided by the Federal Trade Commission's Consumer Information website, a valuable resource with some helpful tips on how to protect your information. Additional information is available at <https://www.consumer.ftc.gov/topics/privacyidentity-online-security>.

For more information, please visit IdentityTheft.gov or call 1-877-ID-THEFT (1-877-438-4338). A copy of Identity Theft – A Recovery Plan, a comprehensive guide from the FTC to help you guard against and deal with identity theft, can be found on the FTC's website at https://www.consumer.ftc.gov/articles/pdf-0009_identitytheft_a_recovery_plan.pdf.

Placing a Security Freeze

Hawaii law allows consumers to place a security freeze on their credit reports, free of charge. A security freeze prohibits a credit reporting agency from releasing any information from a consumer's credit report without written authorization. However, please be aware that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit mortgages, employment, housing or other services. We recommend that you work collaboratively with potential lenders, employers and service providers to ensure that you are protecting both your information and the approval status of your applicable request.

In order to place a security freeze on your credit reports, you must contact all three bureaus. You can make your request to place a security freeze to each of the three major consumer reporting agencies: Equifax (www.equifax.com); Experian (www.experian.com); and TransUnion (www.transunion.com) via secure email connection provided by each consumer reporting agency, telephone, or through their website. Additionally, your request to place a security freeze may be in any form permitted by the credit reporting agency, but at minimum through submission of a written request, and sent by regular, certified or overnight mail at the addresses below:

Equifax Security Freeze
P.O. Box 105788
Atlanta, GA 30348
(888) 298-0045
<https://www.equifax.com/personal/credit-report-services/credit-freeze/>

Experian Security Freeze
P.O. Box 9554
Allen, TX 75013
(888) 397-3742
<https://www.experian.com/freeze/center.html>

Trans Union Security Freeze
Fraud Victim Assistance Department
P.O. Box 2000
Chester, PA 19022-2000
(888) 909-8872
<https://www.transunion.com/credit-freeze>

The credit reporting agencies have five (5) business days after receiving your request to place a security freeze on your credit report, so we recommend placing the freeze as soon as you possibly can. The credit bureaus must also send written confirmation to you within ten (10) business days and provide you with a unique personal identification number (PIN) or password, or both, that can be used by you to authorize the removal or lifting of the security freeze.

Lifting or Suspending a Security Freeze

To temporarily lift or suspend the security freeze in order to allow a specific entity or individual access to your credit report, you must contact the consumer reporting agency at the point of contact designated by the agency (typically available through telephone, website, email, or regular mail) and include clear and proper identification and the PIN number or password provided to you when you placed the security freeze as well as the identities of those entities or individuals you would like to receive your credit report, or the specific period of time you want the credit report available. The credit reporting agencies have three (3) business days after receiving your request to lift the security freeze for those identified entities, or for the specified period of time. The credit reporting agency shall send written confirmation of the action within five (5) business days.

Removing a Security Freeze

To remove the security freeze, you must at the point of contact designated by the agency (typically available through telephone, website, email, or regular mail) and include clear and proper identification and the PIN number or password provided to you when you placed the security freeze. The credit bureaus have three (3) business days after receiving your request to remove the security freeze. The credit reporting agency shall send written confirmation of the action within five (5) business days.

For More Information. We sincerely regret any inconvenience or concern caused by this incident. If you have further questions or concerns, please call (866) 810-3352 toll-free Monday through Friday from 8 am – 5:30 pm Central (excluding major U.S. holidays).

Thank you for your immediate attention to this situation, as well as your understanding in the short-term. Our cyber security, as well as the safety and stability of our patients, employees, and vendors, is of the utmost importance to us and we remain committed to protecting your information. Again, we sincerely apologize for any impact caused by this incident. We will continue to monitor the incident and advise you of any updates as may be necessary.

Sincerely,

Dr. Erik Barrett, M.D.
Owner
Barrett Eye Care

