



Return to IDX
P.O. Box 989728
West Sacramento, CA 95798-9728

<<First Name>> <<Last Name>>
<<Address1>>
<<Address2>>
<<City>>, <<State>> <<Zip>>
<<Country>>

Enrollment Code: <<ENROLLMENT>>

Enrollment Deadline: January 16, 2027

To Enroll, Scan the QR Code Below:



Or Visit:

<https://response.idx.us/copc>

October 16, 2026

Notice of Cybersecurity Incident. Please read this entire letter.

Dear <<First Name>> <<Last Name>>,

Central Ohio Primary Care Physicians, Inc. (“COPC,” “we,” or “us”) was the victim of a cybersecurity incident that may have affected the security of your personal information. You are receiving this letter because your personal information may have been impacted during the cybersecurity incident. 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 August 25, 2026, COPC discovered that we had experienced a cybersecurity incident resulting from a social-engineering, or “vishing” (voice phishing), attack (the “Incident”). Through this attack, a criminal threat actor was able to gain unauthorized access to certain files containing protected health information. Immediately upon discovery of the Incident, COPC activated its incident-response protocols and engaged cybersecurity and legal experts. COPC has been working closely with these experts to investigate the Incident and comply with all data privacy regulations and requirements. The Incident was discovered expeditiously, and security measures were implemented to contain the Incident and mitigate any potential impact.

What information was involved?

The information potentially exposed may have included protected health information, which could include sensitive personal information such as first and last name, address, Social Security Number, limited health related patient data including patient ID number, financial information, and other potential identifying information.

To date, COPC is unaware of any misuse (or attempted misuse) of your personal information for identity theft or fraud stemming from the Incident.

Please note that MyChart (Epic) was not breached as part of this Incident and patients with MyChart access can continue to log in to their portal and connect with their providers as usual.

What are we doing?

Upon learning of the Incident, COPC immediately launched an investigation and took measures to stop the cyber attack, including taking impacted systems offline. COPC is currently working with law enforcement in their criminal investigation of the attack. COPC will also continue to evaluate additional steps that may be taken and implement additional security measures to make its computer systems even stronger than before.

What you can do.

COPC is offering identity theft protection services through IDX, a data breach and recovery services expert. IDX identity protection services include: months of credit monitoring, CyberScan monitoring (a dark web and data breach monitoring tool), a \$1,000,000 reimbursement insurance policy, and fully managed identity theft recovery services. With this protection, IDX will help you resolve issues if your identity is compromised.

We encourage you to contact IDX with any questions and to enroll in the free identity protection services by calling 1-866-200-0918, visiting <https://response.idx.us/copc>, or scanning the QR Code and using the Enrollment Code provided above. IDX representatives are available Monday through Friday from 9 a.m. - 9 p.m. Eastern Time, excluding holidays. Please note the deadline to enroll is January 16, 2027.

Again, at this time, there is no evidence that your information has been misused. However, we encourage you to take full advantage of this service offering. IDX representatives have been briefed on the Incident and can answer questions or concerns you may have regarding the protection of your personal information.

You will find detailed instructions for enrollment on the enclosed Recommended Steps document. You will need to reference the enrollment code at the top of this letter when calling or enrolling online, so please do not discard this letter.

What if I have a question?

If you have further questions or concerns, or would like an alternative to enrolling online please call 1-866-200-0918 or visit <https://response.idx.us/copc> for assistance. We sincerely regret and apologize for any inconvenience or concern this may cause you.

Sincerely,

Donald Deep, MD, CEO
Central Ohio Primary Care
655 Africa Road
Westerville, OH 43082

REFERENCE GUIDE

Review Your Account Statements

Be on the alert for suspicious activity related to your 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. If you observe unusual activity on any debit/credit card, or you believe your personal bank account shows signs of compromise, we advise you to close out those accounts and request new cards and account credentials.

Order Your Free Credit Report

Additionally, under the Fair Credit Reporting Act, you have the right to know what is in your file and receive notification if information in your file has been used against you in applying for credit or other transactions. In addition, all consumers are entitled to one free disclosure every 12 months upon request from each nationwide credit bureau and from nationwide specialty consumer reporting agencies. You can visit the following website: www.consumerfinance.gov/learnmore for additional information. To order a free credit report, visit www.annualcreditreport.com or call toll free at (877) 322-8228, or complete the Annual Credit Report Request Form on the U.S. Federal Trade Commission's website at www.ftc.gov and mail it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281.

When you receive your credit report, please review it carefully. If you see anything you do not understand or recognize, call the credit bureau at the telephone number on the report. Notify credit bureaus of any inaccurate information promptly so that it can be investigated and corrected.

If you are a resident of the State of Massachusetts or the State of Rhode Island, please be aware that under your state's law, you have the right to obtain any police report filed in regard to this incident. If you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it.

Contact the U.S. Federal Trade Commission

Additionally, you can report incidents of suspected identity theft to your local law enforcement, the Federal Trade Commission (the "FTC"), 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 in this Reference Guide.

Please take advantage of additional free resources on identity theft. We recommend that you review the tips provided by the FTC's Consumer Information website, a valuable resource with helpful tips on how to protect your information. Additional information is available at <https://www.consumer.ftc.gov/topics/privacyidentity-online-security>. A copy of Identity Theft – A Recovery Plan, a comprehensive guide from the FTC to help you guard against and deal with identity theft, is on the FTC's website at https://www.consumer.ftc.gov/articles/pdf-0009_identitytheft_a_recovery_plan.pdf.

Place a Security Freeze

Any consumer may place a free security freeze on his or her credit report by: (i) requesting one in writing by certified mail to the consumer reporting agency, (ii) calling the agency directly, or (iii) submitting a form online directly to the agency. 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 each of the three major consumer reporting agencies: Equifax (www.equifax.com); Experian (www.experian.com); and TransUnion (www.transunion.com), at the addresses below:

Equifax Security Freeze
P.O. Box 105788
Atlanta, GA 30348
1(888) 298-0045
<https://www.equifax.com/personal/credit-report-services/credit-freeze/>

Experian Security Freeze
P.O. Box 9554
Allen, TX 75013
1(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
1(888) 680-7289
<https://www.transunion.com/credit-freeze>

The credit reporting agencies have a certain number of 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, and may 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, you must call, make a request online, or send a request via electronic media to the credit reporting agencies and include proper identification (name, address, and social security number) and the PIN number (if provided) or password provided to you when you placed the security freeze. Please note, your state may not allow this action to be completed. You should always check your state's laws on credit freezing before placing a freeze on your credit report.

Removing a Security Freeze

To remove the security freeze, you can either submit the request online, or send a written request to each of the three credit bureaus by mail, secure electronic method, or via their online form, and include proper identification (name, address, and social security number) and the PIN number (if provided) or password provided to you when you placed the security freeze.

Credit Monitoring

Although we do not have any evidence that your personal information has been misused for identity theft or fraud, out of an abundance of caution, COPC is offering complimentary access to credit monitoring services at no charge.

How do I enroll in the free services?

To enroll in Credit Monitoring services at no charge, please scan the QR image or go to <https://response.idx.us/copc> and follow the instructions for enrollment using your Enrollment Code provided at the top of the letter. Please note that when signing up for monitoring services, you may be asked to verify personal information for your own protection to confirm your identity. Note: You must have established credit and access to a computer and the internet to use this service. If you need assistance, IDX will be able to assist you.

Resident Specific Information

California Residents: Visit the California Office of Privacy Protection (www.oag.ca.gov/privacy) for additional information on protection against identity theft. Office of the Attorney General of California, 1300 I Street, Sacramento, CA 95814, Telephone: 1-800-952-5225.

Kentucky Residents: Office of the Attorney General of Kentucky, 700 Capitol Avenue, Suite 118 Frankfort, Kentucky 40601, www.ag.ky.gov, Telephone: 1-502-696-5300.

Maryland Residents: Office of the Attorney General of Maryland, Consumer Protection Division 200 St. Paul Place Baltimore, MD 21202, <https://oag.maryland.gov>, Telephone: 1-888-743-0023.

New Mexico Residents: You have rights pursuant to the Fair Credit Reporting Act, such as the right to be told if information in your credit file has been used against you, the right to know what is in your credit file, the right to ask for your credit score, and the right to dispute incomplete or inaccurate information. Further, pursuant to the Fair Credit Reporting Act, the consumer reporting agencies must correct or delete inaccurate, incomplete, or unverifiable information; consumer reporting agencies may not report outdated negative information; access to your file is limited; you must give your consent for credit reports to be provided to employers; you may limit “prescreened” offers of credit and insurance you get based on information in your credit report; and you may seek damages from a violator. You may have additional rights under the Fair Credit Reporting Act not summarized here. Identity theft victims and active duty military personnel have specific additional rights pursuant to the Fair Credit Reporting Act. You can review your rights pursuant to the Fair Credit Reporting Act by visiting www.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf, or by writing Consumer Response Center, Room 130-A, Federal Trade Commission, 600 Pennsylvania Ave. N.W., Washington, D.C. 20580.

New York Residents: the Attorney General may be contacted at: Office of the Attorney General, The Capitol, Albany, NY 12224-0341; 1-800-771-7755; <https://ag.ny.gov/>.

North Carolina Residents: Office of the Attorney General of North Carolina, 9001 Mail Service Center Raleigh, NC 27699-9001, www.ncdoj.gov, Telephone: 1-919-716-6400.

Oregon Residents: Oregon Department of Justice, 1162 Court Street NE, Salem, OR 97301-4096, www.doj.state.or.us/, Telephone: 1-877-877-9392

Rhode Island Residents: Office of the Attorney General, 150 South Main Street, Providence, Rhode Island 02903, www.riag.ri.gov, Telephone: 1-401-274-4400

All US Residents: Identity Theft Clearinghouse, Federal Trade Commission, 600 Pennsylvania Avenue, NW Washington, DC 20580, <https://consumer.ftc.gov>, 1-877-IDTHEFT (438-4338), TTY: 1-866-653-4261.

ATTENTION: If you speak the following foreign languages, language assistance services, free of charge, are available to you. Call 1(866) 200-0918.

1. **Español (Spanish):** ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1(866) 200-0918.
2. **繁體中文(Chinese):** 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1(866) 200-0918.
3. **Deutsch (German):** ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer 1(866) 200-0918.
4. **ملاحظة: إذا كنت تتحدث اذكر اللأغة، فإن خدمات المساعدة لاغوية تتوافر لك بلامجان. اتصل برقم 866(1) 200-0918 هاتف الاصم والابكم:** (Arabic): -200) 866(1 رقم 866(1) 200-0918 هاتف الاصم والابكم: 0918
5. **Deitsch (Pennsylvania Dutch):** Wann du [Deitsch (Pennsylvania German / Dutch)] schwetzscht, kannscht du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprooch. Ruf selli Nummer uff: Call 1(866) 200-0918.
6. **Русский (Russian):** ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1(866) 200-0918.
7. **Français (French):** ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1(866) 200-0918.
8. **Tiếng Việt (Vietnamese):** CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1(866) 200-0918.
9. **Oroomiffa (Oromo/Cushite):** XIYYEEFFANNAA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa 1(866) 200-0918.
10. **한국어 (Korean):** 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1(866) 200-0918 번으로 전화해 주십시오.
11. **Italiano (Italian):** ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1(866) 200-0918.
12. **日本語 (Japanese):** 注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1(866) 200-0918. まで、お電話にてご連絡ください。
13. **Nederlands (Dutch):** AANDACHT: Als u nederlands spreekt, kunt u gratis gebruikmaken van de taalkundige diensten. Bel 1(866) 200-0918.
14. **Українська (Ukrainian):** УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером 1(866) 200-0918.
15. **Română (Romanian):** ATENȚIE: Dacă vorbiți limba română, vă stau la dispoziție servicii de asistență lingvistică, gratuit. Sunați la 1(866) 200-0918.