



Wake Family
Eye Care

100 Parkway Office Court
Suite 112
Cary, NC 27518

wakefamilyeyecare.com
(919) 859-0777

<<Date>> (Format: Month Day, Year)

<<first_name>> <<middle_name>> <<last_name>> <<suffix>>
<<address_1>>
<<address_2>>
<<city>>, <<state_province>> <<postal_code>>
<<country>>

Re: Notice of Data Incident

Dear <<first_name>> <<middle_name>> <<last_name>> <<suffix>>,

Wake Family Eye Care is writing to notify you of a recent data incident that may have affected the security of some of your personal information. While we have no evidence that any of your personal information has been taken or misused, in an abundance of caution we are notifying you that your personal information may have been accessed by an unauthorized person and to provide information for you to use to monitor and help protect your information if you deem appropriate.

What Happened?

We discovered a data incident on June 2, 2023 and immediately took action to address the data incident, including by shutting down all affected servers and workstations, and engaging a third-party forensic firm to investigate, contain, and restore functionality.

What Information Was Involved?

While we have no evidence that your information has been misused or taken, depending on what information you provided to us, the affected files may have included your name, address, date of birth, partial or full Social Security Number, driver's license / passport / other government-issued ID number, insurance number, optical images, chart number, and related eye records. The information did not include any payment or financial account numbers and there is no evidence to suggest specific files or data were targeted, taken, or misused.

What We Are Doing.

Wake Family Eye Care has taken steps to investigate the incident and validate that the data incident is not ongoing. We hired a third-party forensic firm to investigate the details of how the incident occurred, what data may have been involved, and to secure systems and workstations after the incident was contained before bringing systems and workstations back online. We are also reviewing our security policies, procedures, and controls following this incident.

We are offering you eighteen (18) months of identity monitoring services through Kroll, at no cost to you. Your identity monitoring services include Credit Monitoring, Fraud Consultation, and Identity Theft Restoration.

To activate services and start monitoring your personal information please follow the steps below:

- Visit <https://enroll.krollmonitoring.com> to activate and take advantage of your identity monitoring services.
- You have until <<b2b_text_6 (activation date)>> to activate your identity monitoring services.
- Membership Number: <<Membership Number s_n>>

For more information about Kroll and your Identity Monitoring services, you can visit info.krollmonitoring.com.

Additional information describing your services is included with this letter.

What You Can Do.

We encourage you to remain vigilant for incidents of fraud or misuse of your personal information, from any source, by reviewing and monitoring your account statements and monitoring your free credit reports and be cautious of suspicious activity. You may also call your local sheriff's office and file a police report of identity theft, keeping a copy of the police report.

You can also place a security freeze with credit reporting companies. You can do so by contacting each of the credit agencies listed below. To place a security freeze, you will need to provide your name, address, date of birth,

and Social Security number. 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 may delay, interfere with, or prevent the timely approval of any requests you make for new loans, home mortgages, auto loans, employment, housing or other services. The credit reporting agencies may not charge a fee to place a freeze, temporarily lift a freeze that has been placed, or permanently remove it.

You may also place a fraud alert on your credit report. A fraud alert tells creditors to follow certain procedures like contacting you before they open any new accounts or change your existing accounts. For example, when a creditor receives a request to change one of your existing accounts, before making the change that creditor may call you to verify that you requested a change to your existing account. You can place a fraud alert with one of the credit agencies listed below and that agency will alert the other two agencies.

You can also contact the Federal Trade Commission ("FTC") and your state's attorney general to obtain information about how to prevent identity theft.

You may contact the FTC at Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580, or at 1-877-IDTHEFT (438-4338) and TTY: 1-866-653-4261, or by visiting www.consumer.ftc.gov.

You may contact the Massachusetts Office of the Attorney General, 1 Ashburton Place, Boston, MA 02108; toll-free at 1-617-727-8400; <https://www.mass.gov/contact-the-attorney-generals-office>.

You may also obtain a copy of your credit report, free of charge, whether or not you suspect any unauthorized activity on your account. You may obtain a free copy of your credit report, once every 12 months from each of the agencies, by contacting any one of the following national consumer reporting agencies:

Experian: www.experian.com or 1-888-397-3742 or P.O. Box 4500, Allen, TX 75013

TransUnion: www.transunion.com or 1-800-680-7289 or TransUnion LLC, P.O. Box 1000, Chester, PA 19016

Equifax: www.equifax.com or 1-800-525-6285 or Equifax Information Services LLC, P.O. Box 740241, Atlanta, GA 30374-0241

You can also order a free credit report by visiting www.annualcreditreport.com, by calling toll-free at 1-877-322-8228, or by mailing a completed Annual Credit Report Request Form (available at <https://www.consumer.ftc.gov/articles/pdf-0093-annual-report-request-form.pdf>) to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281.

For More Information.

If you have questions about this incident, you may contact our dedicated incident response line at 1-866-373-7206, Monday through Friday from 8:00 a.m. to 5:30 p.m. Central Time, excluding some major U.S. holidays.

I regret that this incident occurred, and hope that the information and resources provided in this letter will help to alleviate any potential concerns you may have.

Sincerely,

Amjad M Badwan, OD
Medical Director
Wake Family Eye Care



TAKE ADVANTAGE OF YOUR IDENTITY MONITORING SERVICES

You have been provided with access to the following services from Kroll:

Single Bureau Credit Monitoring

You will receive alerts when there are changes to your credit data—for instance, when a new line of credit is applied for in your name. If you do not recognize the activity, you'll have the option to call a Kroll fraud specialist, who will be able to help you determine if it is an indicator of identity theft.

Fraud Consultation

You have unlimited access to consultation with a Kroll fraud specialist. Support includes showing you the most effective ways to help protect your identity, explaining your rights and protections under the law, assistance with fraud alerts, and interpreting how personal information is accessed and used, including investigating suspicious activity that could be tied to an identity theft event.

Identity Theft Restoration

If you become a victim of identity theft, an experienced Kroll licensed investigator will work on your behalf to resolve related issues. You will have access to a dedicated investigator who understands your issues and can do most of the work for you. Your investigator will be able to dig deep to uncover the scope of the identity theft, and then work to resolve it.

Kroll's activation website is only compatible with the current version or one version earlier of Chrome, Firefox, Safari and Edge.

To receive credit services, you must be over the age of 18 and have established credit in the U.S., have a Social Security number in your name, and have a U.S. residential address associated with your credit file.