

September 7, 2023

RE: Important Data Breach Notification

We are reaching out regarding an important incident that may affect your privacy. Please review this correspondence in detail.

What happened?

On August 14, 2023, we discovered that an email account of one of our employees had been compromised by a third party which contained customer contracts and practice enrolment forms. Immediately, we manually reviewed the contents of the inbox to identify if these documents included any sensitive information. Pursuant to this intensive internal investigation, on September 4, 2023, we discovered your practice's credit card authorization form may have been exposed. Although, at this time we do not have any reason to believe that your specific information has been accessed or used. As a responsible company, we have taken immediate steps to remedy the situation. I want to assure you that we take your data security very seriously. We further recommend you take the steps outlined in this letter. To summarize, any information that you may have submitted as part of your credit card authorization form when you enrolled with PracticeSuite may be exposed and potentially compromised. That information includes the following:

- Company name or practice name;
- Name on the card;
- Billing address, phone number;
- Credit card number, expiration date, cvv/cvc code;
- Email address;
- Tax identification number provided (e.g. federal employer identification number ("FEIN")); and,
- Any other information that you may have submitted as part of enrollment to receive services from PracticeSuite.

What if I used a business credit card?

We will reimburse your business for credit monitoring for two years. To help protect your identity, we will reimburse you for a two-year membership of Experian's Business Credit Advantage. You can register online at the following link: <https://www.experian.com/small-business/monitor-business-credit>. This offer must be used within 90 days from the date of this letter. This must be used within 90 days of the date of this letter. After you register there, please contact us at compliance@practicesuite.com or call our support line at 813-607-2800. Your reimbursement code is "ZW34562Q." If you have questions about the product, please contact Experian's customer care team at 1-888-397-3742.

We ask that you be vigilant in reviewing your account statements and credit cards for any suspicious and/or unauthorized activity and that you are diligent in monitoring your credit reports for any unexplained activity. You may also want to report the potential breach to your credit card company. If your business's identity or credit has been compromised occurred you should report the incident to local law enforcement or your state attorney general's office. You should also place a fraud alert on your business credit. You can place one with Experian or Transunion by following the instructions on their website at the following links:

- <https://www.businesscreditfacts.com/pdp.aspx?pg=how-can-i-place-a-fraud-alert-on-my-business-credit-file>
- <https://www.transunion.com/product/business-fraud-alerts>

What if I used a personal credit card and not a business credit card?

First, to help protect your identity, we will reimburse you for a two-year membership of Experian’s® IdentityWorksSM. This product provides you with identity detection and resolution of identity theft. We will reimburse you for a two-year membership with Identityworks. This offer must be used within 90 days of the date of this letter. Visit <https://www.experian.com/protection/compare-identity-theft-products/> and select the Premium Plan for \$24.99 per month. After you register there, please contact us at compliance@practicesuite.com or call our support line at 813-607-2800 and we will reimburse you. Your reimbursement code is “ZW34562Q.” If you have questions about the product, need assistance with identity restoration or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian’s customer care team at 1-888-397-3742.

Next, you also have the option of placing a fraud alert on your credit file. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any accounts in your name. Placing a fraud alert is easy – you contact any one of the three nationwide credit reporting agencies (Equifax, Experian, TransUnion) and that one will notify the other two. You can contact any one of the following:

- Equifax: by calling (800) 525-6285; or download the following form to request a fraud alert by mail. https://assets.equifax.com/assets/personal/Fraud_Alert_Request_Form.pdf
- Experian: by calling (888) 397-3742 or by going to: <https://www.experian.com/ncaonline/fraudalert>
- Transunion: by calling (800) 680-7289 or by going to <https://fraud.transunion.com/fa/fraudAlert/landingPage.jsp>

Finally, you may also place a security freeze on your 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. Under federal law, you cannot be charged to place, lift, or remove a security freeze. You must place your request for a freeze with each of the three major consumer reporting agencies: Equifax (www.equifax.com); Experian (www.experian.com); and TransUnion (www.transunion.com). To place a security freeze on your credit report, send a written request by regular, certified or overnight mail to the addresses below. You may also place a security freeze through each of the consumer reporting agencies’ websites or over the phone, using the contact information below:

Equifax Security Freeze P.O. Box 105788 Atlanta, GA 30348-5788	Experian Security Freeze P.O. Box 9554 Allen, TX 75013	TransUnion Security Freeze P.O. Box 160 Woodlyn, PA 19094
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1-800-349-9960 https://www.equifax.com/personal/help/place-lift-remove-security-freeze/	1-888-397-3742 https://www.experian.com/freeze/center.html	1-888-909-8872 https://www.transunion.com/credit-freeze
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As another step, you can obtain a free credit report by logging into www.annualcreditreport.com. Even if you do not find any suspicious activity on your initial credit reports, the Federal Trade Commission (FTC) recommends that you check your credit reports periodically. Checking your credit reports periodically can help you spot a problem and address it quickly.

We sincerely apologize for this incident and regret any inconvenience it may cause you. We are taking all necessary steps to address this breach promptly and responsibly. We continue to review and enhance our security measures to fortify our systems, safeguard your information, and prevent similar incidents from occurring in the future. We are committed to supporting you throughout this process. If you have any questions, concerns, or require further assistance, please reach out to us at compliance@practicesuite.com or call our support line at 813-607-2800.

Sincerely,

Vinod Nair, CEO

PracticeSuite, Inc.