Substitute Notice of Cyber Security Incident

Henwood Family Dentistry recently discovered an incident that may affect the security of your personal information. We want to provide you, or your parent, guardian or guarantor, 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. Notification letters have been mailed to certain affected patients. This website notice is intended to provide the information included in the notification letters to individuals for whom Henwood Family Dentistry has insufficient or out-of-date contact information.

What Happened? On August 17, 2023, Henwood Family Dentistry discovered an unauthorized party was able to access certain Henwood Family Dentistry systems. Upon discovery the same day, Henwood Family Dentistry took steps to engage a third party technology solutions firm to investigate the incident and assist with remediation efforts. Through its investigation, Henwood Family Dentistry determined that an unauthorized third party gained unauthorized access to one of Henwood Family Dentistry’s desktop computers via a remote-access tool and utilized credentials of a user account to access our network. This incident has caused no disruption to the care and services we provide to patients. As far as the practice is aware, one patient has received communications from the unauthorized party. Please do not engage with the unauthorized party, if contacted by them, and be aware we have sent all information to the Federal Bureau of Investigation.

What Information Was Involved? Our review determined personal information that may have been involved included: (1) demographic information to identify and contact you, such as full name, date of birth, address, telephone and email; (2) Social Security number; (3) driver’s license number or government-issued identification number; (4) health insurance information, such as name of plan or insurer, member number, plan or group number; and (5) information regarding dental/orthodontic care. Not all data elements were involved for all individuals.

What Are We Doing? We take the protection of your personal information seriously and are taking steps to prevent a similar occurrence. Upon discovery of this incident, we promptly launched an investigation, disabled user access to the affected software and computers, changed all passwords, and replaced the hard drives of the affected computers as immediate containment measures, and contacted law enforcement. Additionally, Henwood Family Dentistry has various security strategies, systems, and protocols already in place, which are being reviewed to identify any enhancement opportunities to prevent a recurrence of such an attack. Henwood Family Dentistry values your privacy and deeply regrets this incident occurred. We are conducting a thorough review of the potentially affected records and computer system, and will notify you if there are any significant developments.

What You Can Do? To help protect your identity, we are offering complimentary access to Experian IdentityWorksSM for 12 months.

If you believe there was fraudulent use of your information as a result of this incident and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent. If, after discussing your situation with an agent, it is determined that identity restoration support is needed then an Experian Identity Restoration agent is available to work with you to investigate and resolve each incident of fraud that occurred from the date of the incident (including, as appropriate, helping you with contacting credit grantors to dispute charges and close accounts; assisting you in placing a freeze on your credit file with the three major credit bureaus; and assisting you with contacting government agencies to help restore your identity to its proper condition).

Please note that Identity Restoration is available to you for 12 months from the date of this letter and does not require any action on your part at this time. The Terms and Conditions for this offer are located at www.ExperianIDWorks.com/restoration.

While identity restoration assistance is immediately available to you, we also encourage you to activate the fraud detection tools available through Experian IdentityWorks as a complimentary 12-month membership. This product
provides you with superior identity detection and resolution of identity theft. To start monitoring your personal information, please follow the steps below:

- Ensure that you **enroll by December 31, 2023** (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll:
  - For Adults only: [https://www.experianidworks.com/credit](https://www.experianidworks.com/credit)
  - For Minors only: [https://www.experianidworks.com/minorplus](https://www.experianidworks.com/minorplus)
- Provide your **activation code**: VB8P4X3YY for minors and S5RQMVR9C for adults.
- Provide your minor's information when prompted, if applicable.

If you have questions about the product, need assistance with Identity Restoration that arose as a result of this incident, or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian’s customer care team at (877)300-2514 by December 31, 2023. Be prepared to provide engagement number B105507 for minors, or B105506 for adults and full name as proof of eligibility for the Identity Restoration services by Experian.

**ADDITIONAL DETAILS REGARDING YOUR 12-MONTH EXPERIAN IDENTITYWORKS MEMBERSHIP**

A credit card is not required for enrollment in Experian IdentityWorks. You can contact Experian immediately regarding any fraud issues, and have access to the following features once you enroll in Experian IdentityWorks:

- **Identity Restoration**: Identity Restoration specialists are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARE™**: You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **$1 Million Identity Theft Insurance**: Provides coverage for certain costs and unauthorized electronic fund transfers.

**For Adults Only**

- **Experian credit report at signup**: See what information is associated with your credit file. Daily credit reports are available for online members only.*
- **Credit Monitoring**: Actively monitors Experian file for indicators of fraud.

**For Minors Only**

- **Social Security Number Trace**: Monitoring to determine whether enrolled minors in your household have an Experian credit report. Alerts of all names, aliases and addresses that become associated with your minor’s Social Security Number (SSN) on the Experian credit report.
- **Internet Surveillance**: Technology searches the web, chat rooms & bulletin boards 24/7 to identify trading or selling of your personal information on the Dark Web.

**For More Information.** We sincerely regret any inconvenience or concern caused by this incident. If you have further questions or concerns, or would like an alternative to enrolling online, please call (877)300-2514 toll-free Monday through Friday from 8 am – 10 pm Central, or Saturday and Sunday from 10 am – 7 pm Central (excluding major U.S. holidays). Be prepared to provide your engagement number, B105507 for minors, or B105506 for adults.

Sincerely,

Dr Hiba Abusaid, Manager  
Dr Areej Alankar, Manager  
**Henwood Family Dentistry**

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* Offline members will be eligible to call for additional reports quarterly after enrolling.

** The Identity Theft Insurance is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.