



Secure Processing Center  
P.O. Box 680  
Central Islip, NY 11722-0680

Postal Endorsement Line

<<Full Name>>  
<<Address 1>>  
<<Address 2>>  
<<Address 3>>  
<<City>>, <<State>> <<Zip>>  
<<Country>>  
\*\*\*Postal IMB Barcode

<<Date>>

## **NOTICE OF DATA BREACH**

Dear <<Full Name>>:

At Western Orthopaedics, P.C. ("Western Ortho"), we value you as a patient and respect the privacy of your information. We are writing to inform you of a recent security incident that affected our network and involved some of your personal information, including protected health information. This letter contains information about what happened, the measures taken in response, and services we are making available to you to help protect your information.

### **WHAT HAPPENED?**

On October 2, 2025, Western Ortho became aware of a potential security incident. Upon becoming aware of the issue, we took immediate steps to investigate, contain, and remediate the incident with the assistance of our contracted cybersecurity team and external cybersecurity experts. Based on the investigation, Western Ortho determined that, as part of the security incident, between approximately September 17, 2025 and September 25, 2025, an unauthorized third party accessed and/or acquired certain data contained within our network.

As part of our investigation and response, we conducted an analysis to determine whether personal information, including protected health information, was present in the affected data. That analysis concluded on March 3, 2026 at which time we determined that some of your information may have been involved in this incident.

### **WHAT INFORMATION WAS INVOLVED?**

Our review determined that the data affected may have included your protected health information, including your full name and address; phone number; Social Security number; date of birth; financial account, credit, or debit card number, with or without any required security code, access code, or password; and protected health information, including health insurance information, health insurance plan or subscriber identification number, medical provider name, medical dates of service, and medical cost or billing information. Please note, not all data elements were present for every individual.

### **WHAT WE ARE DOING**

Upon discovering the incident, Western Ortho took immediate steps to contain the event and confirm the security of our network environment. Although we have no indication of identity theft or fraud in relation to this event, to help relieve concerns and restore confidence following this incident, we have arranged for you to enroll in complimentary credit monitoring and identity protection services for <<CM Duration>> months, at no cost to you, through Epiq. Please carefully read the remainder of this letter to learn of these services and instructions on how to enroll within the "Other Important Information" document enclosed.

## **WHAT YOU CAN DO**

Please review the enclosed "Other Important Information" document for further steps you can take to protect your information, including recommendations from the Federal Trade Commission regarding identity theft protection and details on how to place a fraud alert or security freeze on your credit file. It is also recommended that you remain vigilant for incidents of fraud and identity theft by reviewing your account statements and monitoring your credit reports for unauthorized activity. If you discover any suspicious or unusual activity on your accounts, promptly notify the financial institution or company with which your account is maintained.

Although we have no information to date indicating that your health information has been or will be used for any unintended purposes, as a general matter, the following practices can help protect you from medical identity theft:

- Only share your health insurance cards with your health care providers and other family members who are covered under your insurance plan or who help with your medical care.
- Review your Explanation of Benefits ("EOB") statements from your health insurance company and follow up with your insurance company or care provider for any items you do not recognize. If necessary, contact the care provider listed on the EOB and ask for copies of medical records from the time frame of the incident (noted above) to the current date.
- Ask your insurance company for a current year-to-date report of all services paid for you as a beneficiary and follow up with your insurance company or care provider for any items you do not recognize.

## **FOR MORE INFORMATION**

For further information and assistance, please call our dedicated incident response line at 855-815-3938 between 8:00 a.m. and 8:00 p.m. Central Time, Monday through Friday.

Sincerely,

Your Team at Western Orthopaedics

## OTHER IMPORTANT INFORMATION

**Free Credit Report.** You may obtain a copy of your credit report, free of charge, once every 12 months from each of the nationwide credit reporting agencies. To order your annual free credit report please visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call toll free at 1-877-322-8228. You can also order your annual free credit report by mailing a completed Annual Credit Report Request Form (available from the U.S. Federal Trade Commission's (FTC) website at [www.consumer.ftc.gov](http://www.consumer.ftc.gov)) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281. Contact information for the national credit reporting agencies for the purpose of requesting a copy of your credit report and other general inquiries is provided below:

- **Equifax**, PO Box 740241, Atlanta, GA 30374, [www.equifax.com](http://www.equifax.com), 1-800-685-1111
- **Experian**, PO Box 2104, Allen, TX 75013, [www.experian.com](http://www.experian.com), 1-888-397-3742
- **TransUnion**, PO Box 2000, Chester, PA 19016, [www.transunion.com](http://www.transunion.com), 1-800-888-4213
- **Innovis**, PO Box 1689, Pittsburgh, PA 15230-1689, [www.innovis.com](http://www.innovis.com), 1-800-540-2505

**Fraud Alert.** You have the right to place an initial or extended "fraud alert" on your file at no cost by contacting any of the nationwide credit reporting agencies. Contact information for the national credit reporting agencies for the purposes of placing a fraud alert on your file is provided below. An initial fraud alert is a 1-year alert that is placed on a consumer's credit file. Upon seeing a fraud alert displayed on a consumer's credit file, a business is required to take steps to verify the consumer's identity before extending new credit. For this reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit. If you are a victim of identity theft and have filed an identity theft report with law enforcement, you may want to consider placing an extended fraud alert, which lasts for 7 years, on your credit file.

- **Equifax**, PO Box 105069, Atlanta, GA 30348-5069, [www.equifax.com/personal/credit-report-services/credit-fraud-alerts](http://www.equifax.com/personal/credit-report-services/credit-fraud-alerts), 1-800-525-6285
- **Experian**, PO Box 9554, Allen, TX 75013, [www.experian.com/fraud/center.html](http://www.experian.com/fraud/center.html), 1-888-397-3742
- **TransUnion**, PO Box 2000, Chester, PA 19016, [www.transunion.com/fraud-alerts](http://www.transunion.com/fraud-alerts), 1-800-680-7289
- **Innovis Consumer Assistance**, PO Box 26, Pittsburgh, PA 15230-0026, <https://www.innovis.com/personal/fraudActiveDutyAlerts>, 1-800-540-2505

**Security Freeze.** You have the right to place, lift, or remove a "security freeze" on your credit report, 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 separately with each of the consumer reporting agencies. To place a security freeze on your credit report, you may do so by contacting each of the consumer reporting agencies through the contact information below:

- **Equifax**, PO Box 105788, Atlanta, GA 30348-5788, [www.equifax.com/personal/credit-report-services/credit-freeze](http://www.equifax.com/personal/credit-report-services/credit-freeze), 1-800-298-0045
- **Experian**, PO Box 9554, Allen, TX 75013, [www.experian.com/freeze/center.html](http://www.experian.com/freeze/center.html), 1-888-397-3742
- **TransUnion**, PO Box 160, Woodlyn, PA 19094, [www.transunion.com/credit-freeze](http://www.transunion.com/credit-freeze), 1-888-909-8872
- **Innovis**, PO Box 26, Pittsburgh, PA 15230-0026, [www.innovis.com/personal/securityFreeze](http://www.innovis.com/personal/securityFreeze), 1-800-540-2505

In order to request a security freeze, you will need to provide some or all of the following information to the credit reporting agency, depending on whether you do so online, by phone, or by mail (note that if you are requesting a credit report for your spouse, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past 5 years; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. The request must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, display your name and current mailing address, and the date of issue. If you are a victim of identity theft, include a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft.

The credit reporting agencies have 1 business day after receiving your request by toll-free telephone or secure electronic means, or up to 3 business days after receiving your request by mail, to place a security freeze on your credit report. The credit bureaus must also send written confirmation to you within 5 business days 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. It is important to maintain this PIN/password in a secure place, as you will need it to lift or remove the security freeze.

To lift the security freeze in order to allow a specific entity or individual access to your credit report, or to lift a security freeze for a specified period of time, you must submit a request through a toll-free telephone number, a secure electronic means maintained by a credit reporting agency, or by sending a written request via regular, certified, or overnight mail to the credit reporting agencies and include proper identification (name, address, and Social Security number) and the PIN or password provided to you when you placed the security freeze as well as the identity 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 1 business day after receiving your request by toll-free telephone or secure electronic means, or 3 business days after receiving your request by mail, to lift the security freeze for those identified entities or for the specified period of time.

To remove the security freeze, you must submit a request through a toll-free telephone number, a secure electronic means maintained by a credit reporting agency, or by sending a written request via regular, certified, or overnight mail to each of the credit bureaus and include proper identification (name, address, and Social Security number) and the PIN number or password provided to you when you placed the security freeze. The credit bureaus have 1 business day after receiving your request by toll-free telephone or secure electronic means, or 3 business days after receiving your request by mail, to remove the security freeze.

**Federal Trade Commission and State Attorneys General Offices.** If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should immediately contact the FTC, proper law enforcement authorities and/or your state attorney general. You may also contact these agencies for information on how to prevent or avoid identity theft and to obtain additional information about fraud alerts and security freezes. You may contact the **Federal Trade Commission**, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580, [www.identitytheft.gov](http://www.identitytheft.gov), 1-877-ID-THEFT (438-4338).

- ***California residents:*** You may also wish to review the information provided by the California Attorney General at <https://oag.ca.gov/idtheft>.
- ***District of Columbia residents:*** You may also obtain information about avoiding identity theft from the Office of the Attorney General for the District of Columbia at: 400 6th Street, NW, Washington, D.C. 20001; 202-727-3400; and [oag.dc.gov](http://oag.dc.gov).
- ***Iowa residents:*** You are advised to report suspected incidents of identity theft to law enforcement or the Iowa Attorney General's Office at Office of the Attorney General of Iowa, Consumer Protection Division, Hoover State Office Building, 1305 East Walnut Street, Des Moines, IA 50319, [www.iowaattorneygeneral.gov](http://www.iowaattorneygeneral.gov), tel.: (515) 281-5926 or (888) 777-4590.
- ***Maryland residents:*** You may obtain information about avoiding identity theft from the Maryland Office of the Attorney General at: 200 St. Paul Place, 16th Floor, Baltimore, MD 21202; 1-410-528-8662 or 1-888-743-0023; and <https://www.marylandattorneygeneral.gov/>.
- ***New Mexico residents:*** Consumers have rights pursuant to the Fair Credit Reporting Act ("FCRA"), such as the right to be told if information in their credit file has been used against them, the right to know what is in their credit file, the right to ask for their credit score, and the right to dispute incomplete or inaccurate information. Further, pursuant to the FCRA, the consumer reporting bureaus must correct or delete inaccurate, incomplete, or unverifiable information; consumer reporting agencies may not report outdated negative information; access to consumers' files is limited; consumers must give consent for credit reports to be provided to employers; consumers may limit "prescreened" offers of credit and insurance based on information in their credit report; and consumers may seek damages from violators. Consumers may have additional rights under the FCRA not summarized here. Identity theft victims and active-duty military personnel have specific additional rights pursuant to the FCRA. We encourage consumers to review their rights pursuant to the FCRA by visiting [www.consumerfinance.gov/f/201504\\_cfpb\\_summary\\_your-rights-under-fcra.pdf](http://www.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf), or by writing Consumer Response Center, Room 130-A, FTC, 600 Pennsylvania Ave. N.W., Washington, D.C. 20580.

- **New York residents:** You may obtain additional information about security breach response and identity theft prevention and protection from the New York State Office of the Attorney General by calling 1-800-771-7755 or visiting <https://ag.ny.gov>; the New York State Police by calling 1-518-457-6721 or visiting <https://troopers.ny.gov/>; and/or the New York Department of State by calling 1-800-697-1220 or visiting <https://www.dos.ny.gov>.
- **North Carolina residents:** You may obtain additional information about preventing identity theft provided by the North Carolina Attorney General at: 9001 Mail Service Center, Raleigh, NC 27699-9001; 1-877-566-7226 or 1-919-716-6000; and [www.ncdoj.gov](http://www.ncdoj.gov).
- **Oregon residents:** You are advised to report any suspected incidents of identity theft to law enforcement, the Federal Trade Commission, and the Oregon Attorney General at <https://doj.state.or.us>, by calling (877) 877-9392, or writing to Oregon Department of Justice, 1162 Court Street NE, Salem, OR 97301-4096.
- **Rhode Island residents:** You may contact the Rhode Island Attorney General at: Rhode Island Office of the Attorney General, 150 South Main Street, Providence, RI 02903; [www.riag.ri.gov](http://www.riag.ri.gov); and 1-401-274-4400. Under Rhode Island law, individuals have the right to obtain any police report filed in regard to this event. If you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it. There are approximately <<Rhode Island Count>> Rhode Island residents who may be impacted by this event.
- **Vermont residents:** If you do not have internet access but would like to learn more about how to place a security freeze on your credit report, contact the Vermont Attorney General's Office at 802-828-3171.



<<Full Name>>  
**Activation Code:** <<ACTIVATION CODE>>  
**Enrollment Deadline:** <<ENROLLMENT DEADLINE>>  
**Coverage Length:** <<CM Duration>> Months

### Epiq - Privacy Solutions ID 1B Credit Monitoring - Basic

**How To Enroll:**

- 1) Visit [www.privacysolutionsid.com](http://www.privacysolutionsid.com) and click "Activate Account"
- 2) Enter the following activation code, <<Activation Code>> and complete the enrollment form
- 3) Complete the identity verification process
- 4) You will receive a separate email from [noreply@privacysolutions.com](mailto:noreply@privacysolutions.com) confirming your account has been set up successfully and will include an Access Your Account link in the body of the email that will direct you to the log-in page
- 5) Enter your log-in credentials
- 6) You will be directed to your dashboard and activation is complete!

**Product Features:**

**1-Bureau Credit Monitoring with Alerts**

Monitors your credit file(s) for key changes, with alerts such as credit inquiries, new accounts, and public records.

**Dark Web Monitoring (Basic)**

Monitors one email address, phone, name, DOB, and SSN on the dark web. Includes retrospective report as well as ongoing monitoring.

**Credit Protection**

3-Bureau credit security freeze assistance with blocking access to the credit file for the purposes of extending credit (with certain exceptions).

**Change of Address Monitoring**

Monitors the National Change of Address (NCOA) database and the U.S. Postal Service records to catch unauthorized changes to users' current or past addresses.

**Identity Restoration & Lost Wallet Assistance**

Dedicated ID restoration specialists who assist with ID theft recovery and assist with canceling and reissuing credit and ID cards.

If you need assistance with the enrollment process or have questions regarding Epiq – Privacy Solutions ID 1B Credit Monitoring - Basic, please call directly at **866.675.2006**, Monday-Friday 9:00 a.m. to 5:30 p.m., ET.