AGAVE DENTAL
FLORESVILLE
2006 10th St., Floresville, TX 78114

July 16, 2026

Dear sir/ma'am,

We are writing to inform you of an incident involving your personal information. We take your privacy very seriously and want to be transparent about what occurred and the steps that were taken to address this matter. On May 26, 2026, we were informed by our IT support company that they identified irregularities related to remote access session hosts. Within a few short minutes, it was clear that an attack had occurred and the primary focus of IT shifted to locking down external access to the remote desktop web services infrastructure and ensured any external connections were terminated. We also disabled all accounts with access to remote desktop web access and we forced an office-wide password reset at the same time. The patient record platform was restored quickly and the archive data was not affected by this attack.

Through our investigation we determined that certain personal information of patients associated with our practice might have been accessed. The affected data may have included name, address, date of birth, social security number, and driver's license number. However, the incident did not affect any patient Protected Health Information (PHI) such as treatment and payment information. We are not aware of any additional suspicious activity since these incidents occurred. However at our direction, our IT support company has been conducting security inspections and continues to diligently monitor our system platform to protect against further breaches. We have also notified the Texas Attorney General and the U.S. Department of Health & Human Services (HHS) of this incident.

In the interest of protecting yourself, we advise you to call anyone of the three major credit bureaus below to place a fraud alert on your credit report. This can help prevent an identity thief from opening accounts in your name. Once the credit bureau confirms your fraud alert, the other two credit bureaus will automatically be notified to place alerts on your credit report, and all three reports will be sent to you free of charge.

- Equifax: 1-800-525-6285; www.equifax.com; PO Box 740241, Atlanta, GA 30374-0241
- Experian: 1-888-397-3742; www.experian.com; PO Box 9532, Allen, TX 75013
- TransUnion: 1-800-680-7298; www.transunion.com; PO Box 6790, Fullerton, CA 92834-6790

When you receive your credit report, examine it closely and look for signs of fraud, such as credit accounts that are not yours. Even though you've established a fraud alert on your account, you should continue to monitor your credit reports to ensure no one has opened an account with your personal information. You are also encouraged to visit the Texas Attorney General website for more information about protecting against identity theft: https://www.texasattorneygeneral.gov/consumer-protection/identity-theft/help-prevent-identity-theft

We sincerely apologize for any concern this may have cause you –protecting your privacy is extremely important to us and we regret that this occurred. In response to this incident, we are offering complimentary indentity protection monitoring services at no cost to you. If you'd like to participate in this offer or have any questions about this matter, please don't hesitate to contact us toll-free at (844) 473-3900. Thank you.

Sincerely,

Sumeet Malhotra

Sumeet Malhotra, DMD
Practice Owner