



[Insert], 2019

Patient Name  
Address  
City, State, Zip

## NOTICE OF DATA BREACH

Dear Patient,

I am writing to inform you of an incident that affected your personal information.

### **What Happened?**

On September 10, 2019, an associate reported that a flash drive containing patient information from the Vision Center at Walmart Store #3404 could not be located. Walmart immediately searched for the flash drive throughout the store and other relevant locations. Unfortunately, Walmart was unable to locate the flash drive. Walmart's investigation did not indicate that the situation was the result of theft or other criminal behavior.

### **What Information Was Involved?**

The information contained on the flash drive pertained only to information collected at the Vision Center at Walmart Store #3404, located at 1960 Twin Lakes Parkway in Roseville, Minnesota. The information included your name, date of birth, gender, retina image(s), a date associated with the image(s), and an alphanumeric code associated with the image(s). Walmart has no indication that the information has been misused in any way.

### **What We Are Doing**

On behalf of Walmart, I want you to know we place great value in your trust and take this matter very seriously. We are committed to protecting the privacy and security of our customers' personal information. We are reviewing the facts and circumstances surrounding this matter and evaluating whether additional safeguards can help prevent this type of incident from occurring in the future.

### **What You Can Do**

Although Walmart has no indication that the information has been accessed by unauthorized individuals or is likely to be misused, we encourage you to contact a dedicated call center at 1-866-775-4209 for assistance and advice regarding how this incident may have affected you. Walmart wants to remind you to be vigilant when reviewing explanations of benefits and other information pertaining to your health care. You should always be cautious about requests to provide any personal or financial information over the phone, by text, or by email. Be sure to always verify the source of any request for such information. The "Additional Resources" included with this letter provides further information.

### **For More Information**

We are sincerely sorry that this incident occurred, and we regret any inconvenience or concern this may have caused you. Should you have any questions or concerns, please contact us at 1-866-775-4209, Monday through Friday from 8 a.m. to 5:00 p.m. CST, excluding major holidays.

Sincerely,

William Center  
Director, Health and Wellness Compliance  
Walmart Inc.  
2608 SE J Street  
Bentonville, AR 72716-0230

## ADDITIONAL RESOURCES

### Contact information for the three nationwide credit reporting agencies is:

**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 19022, [www.transunion.com](http://www.transunion.com), 1-800-888-4213

**Free Credit Report.** It is recommended that you remain vigilant for incidents of fraud and identity theft by reviewing account statements and monitoring your credit report for unauthorized activity. You may obtain a copy of your credit report, free of charge, once every 12 months from each of the three 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.

**For Colorado, Georgia, Maine, Maryland, Massachusetts, New Jersey, Puerto Rico, and Vermont residents:** You may obtain one or more (depending on the state) additional copies of your credit report, free of charge. You must contact each of the credit reporting agencies directly to obtain such additional report(s).

**Fraud Alert.** You may place a fraud alert in your file by calling one of the three nationwide credit reporting agencies above. A fraud alert tells creditors to follow certain procedures, including contacting you before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit.

**Security Freeze.** You have the ability to place a security freeze on your credit report.

A security freeze is intended to prevent credit, loans and services from being approved in your name without your consent. To place a security freeze on your credit report, you may be able to use an online process, an automated telephone line, or a written request to any of the three credit reporting agencies listed above. The following information must be included when requesting a security freeze (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 five 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.

**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 Federal Trade Commission and/or the Attorney General's office in your home state. You may also contact these agencies for information on how to prevent or avoid identity theft.

You may contact the **Federal Trade Commission**, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580, [www.ftc.gov/bcp/edu/microsites/idtheft/](http://www.ftc.gov/bcp/edu/microsites/idtheft/), 1-877-IDTHEFT (438-4338).

**For Maryland residents:** You may contact the Maryland Office of the Attorney General, Consumer Protection Division, 200 St. Paul Place, Baltimore, MD 21202, [www.oag.state.md.us](http://www.oag.state.md.us), 1-888-743-0023.

**For North Carolina residents:** You may contact the North Carolina Office of the Attorney General, Consumer Protection Division, 9001 Mail Service Center, Raleigh, NC 27699-9001, [www.ncdoj.gov](http://www.ncdoj.gov), 1-877-566-7226.

### Reporting of identity theft and obtaining a police report.

**For Iowa residents:** You are advised to report any suspected identity theft to law enforcement or to the Iowa Attorney General.

**For Massachusetts residents:** You have the right to obtain a police report if you are a victim of identity theft.

**For Oregon residents:** You are advised to report any suspected identity theft to law enforcement, the Federal Trade Commission, and the Oregon Attorney General.