

Robert J. Spies, MD, FACS

Aesthetic and Reconstructive Plastic Surgery

Return Mail Processing Center

PO Box 6336

Portland, OR 97228-6336

<<Mail ID>>

<<Name 1>>

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<<City>><<State>><<Zip>>

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<<Date>>

Dear <<Name 1>>:

I am writing to inform you of an incident that may have resulted in the disclosure of your name and medical information. As a patient of AZ Plastic Surgery Center, I take the privacy and security of your information very seriously and sincerely apologize for any inconvenience this incident may cause.

On December 10, 2018, I became aware cyber criminals gained unauthorized access to my computer network. I immediately contacted the FBI and local law enforcement authorities, and have been cooperating with their investigations. I also engaged computer experts to determine if my systems and information were at risk. The investigation determined that the criminals could have viewed or accessed documents that contained your name, address, date of birth and medical information, such as diagnoses, dates of procedures, medication and health insurance numbers.

I truly regret any inconvenience this incident may cause you. Please understand that I take the security of your information very seriously and have already taken steps to enhance my security measures to counter these types of growing cybersecurity threats. Should you have any additional questions or concerns about this incident, please contact 877-568-3498 between 7:00 AM and 7:00 PM MT, Monday through Friday, for more information.

Sincerely,



Dr. Robert J. Spies, M.D. FACS

Additional Important Information

Fraud Alerts: You can place fraud alerts with the three credit bureaus by phone and online with:

- Equifax (https://assets.equifax.com/assets/personal/Fraud_Alert_Request_Form.pdf)
- Experian (<https://www.experian.com/fraud/center.html>)
- TransUnion (<https://www.transunion.com/fraud-victim-resource/place-fraud-alert>)

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. As of September 21, 2018, initial fraud alerts last for one year. Victims of identity theft can also get an extended fraud alert for seven years. The phone numbers for all three credit bureaus are at the bottom of this page.

Monitoring: You should always remain vigilant and monitor your accounts for suspicious or unusual activity.

Security Freeze: You also have the right 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 need to make a request to each consumer reporting agency. You may make that request by certified mail, overnight mail, regular stamped mail, or by following the instructions found at the websites listed below. The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse or a minor under the age of 16, 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. As of September 21, 2018, it is free to place, lift, or remove a security freeze. You may also place a security freeze for children under the age of 16. You may obtain a free security freeze by contacting any one or more of the following national consumer reporting agencies:

Equifax Security Freeze
P.O. Box 105788
Atlanta, GA 30348
www.freeze.equifax.com
800-525-6285

Experian Security Freeze
P.O. Box 9554
Allen, TX 75013
www.experian.com/freeze
888-397-3742

TransUnion (FVAD)
P.O. Box 2000
Chester, PA 19022
freeze.transunion.com
800-680-7289

More information can also be obtained by contacting the Federal Trade Commission:

Federal Trade Commission
Consumer Response Center
600 Pennsylvania Ave, NW
Washington, DC 20580
1-877-IDTHEFT (438-4338)
www.ftc.gov/idtheft