

## **Eye Physicians Notifies Patients of Security Incident**

**Columbus, Nebraska – December 7, 2017** – Eye Physicians, P.C. has become aware of a data security incident that may have resulted in disclosure of the personal and protected health information of our patients. Although at this time there is no evidence of any attempted or actual misuse of anyone's information as a result of this incident, we have taken steps to notify our patients and to provide them with information on steps they can take to protect themselves.

On October 7, 2017, we were the target of a ransomware attack that encrypted files maintained on some of our servers. In order to continue to see patients, we immediately restored our servers from a recent backup. We also engaged independent computer forensics experts to determine how the incident occurred and if information had been accessed by an unauthorized third party.

Although the investigation did not identify any evidence of access to your information, we could not rule out the possibility that your personal information, including your name, date of birth, and ophthalmic imagery may be at risk. No Social Security numbers, financial transactions or payment information were involved in this incident.

We take the security of all information in our systems very seriously, and want to assure you that we have taken steps to prevent a similar event from occurring in the future. This includes an in-depth network security assessment by an outside IT security consultant, as well as improved hardware and software upgrades.

We mailed letters to those individuals potentially impacted by this event, which includes steps they can take to protect their information. We have established a toll-free call center to answer questions about the incident and related concerns. The call center is available Monday through Friday from 8:00 a.m. to 8:00 p.m. Central Time and can be reached at 844-324-7572.

We sincerely regret any concern or inconvenience that this matter may cause you, and remain dedicated to protecting your information.

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*The following information is provided to help patients or others wanting more information on steps they can take to protect themselves:*

### **How do I obtain a copy of my credit report?**

You can obtain a copy of your credit report, free of charge, directly from each of the three nationwide credit reporting agencies. To order your credit report, free of charge once every 12 months, please visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call toll free at 1-877-322-8228. Contact information for the three nationwide credit reporting agencies is included in the e-mail and letter, and is also listed at the bottom of this page.

### **How do I put a fraud alert on my account?**

You may consider placing a fraud alert on your credit report. This fraud alert statement informs creditors to possible fraudulent activity within your report and requests that your creditor contact you prior to establishing any accounts in your name. To place a fraud alert on your credit report, contact Equifax, Experian or TransUnion and follow the Fraud Victims instructions. To place a fraud alert on your credit

accounts, contact your financial institution or credit provider. Contact information for the three nationwide credit reporting agencies is included in the letter and is also listed at the bottom of this page.

**Contact information for the three nationwide credit reporting agencies is as follows:**

**Equifax Security Freeze**

P.O. Box 105788  
Atlanta, GA 30348  
[www.freeze.equifax.com](http://www.freeze.equifax.com)  
800-525-6285

**Experian Security Freeze**

P.O. Box 9554  
Allen, TX 75013  
[www.experian.com/freeze](http://www.experian.com/freeze)  
888-397-3742

**TransUnion (FVAD)**

P.O. Box 2000  
Chester, PA 19022  
[freeze.transunion.com](http://freeze.transunion.com)  
888-680-7289