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503 641-8000

August 10, 2018

Re: Notification of Data Breach

I am sorry to inform you that my practice has had an incident that may have compromised your personal data and health information. This information may include your name, address, phone number, email address, social security number, date of birth, insurance information, personal health information, and in a very few instances, credit card information from 2005 to 2013. In spite of the computer firewall and virus protection, an unauthorized third party wrongfully captured the stored information on or around June 30, 2018. We became aware of the attack on July 2, 2018 when we discovered we were hacked by cyber criminals and held for ransom for return of the data. We were successful in restoring the stolen data. An incident report has been filed with the Beaverton Police Department, and we will cooperate with any ongoing investigation.

As soon as we learned of this breach we began working with an outside IT consultant to implement additional safeguards to help prevent a recurrence of such an incident. This included rebuilding our computer server and updating security protocols, such as updating our firewall, installing a new virus scanner, and increasing our backup capacity.

As a first step, we encourage that you remain vigilant to the possibility of fraud by reviewing and continuing to monitor your financial statements for any unauthorized activity. You should immediately report any unauthorized charges to your financial institution because the major credit card companies have rules that restrict them from requiring you to pay for fraudulent charges that are timely reported.

We also encourage you to review the additional information on the following page for additional steps you can take to protect yourself. If you have questions or would like additional information as to whether your personal information was subject to the unauthorized access, please call our office at 503-641-8000 during our normal business hours.

We sincerely apologize for any concern or inconvenience that this may have caused you.

Yours in Health,



Don White, RN, DC, PC
Chiropractic Physician

Additional Steps You Can Take

It is recommended that you remain vigilant for incidents of fraud or identity theft by reviewing and monitoring your account statements and free credit reports for any unauthorized activity.

As a preventative step, you may want to obtain a copy of your credit report, free of charge, once every 12 months from each of the three main nationwide credit reporting companies. Even if you do not find any suspicious activity on your initial credit reports, the Federal Trade Commission recommends that you check your credit reports periodically. A victim's personal information is sometimes held for use or shared among a group of thieves at different times. Thus, checking your credit reports periodically can help you spot problems and address them quickly.

To order your annual free credit report, please visit www.annualcreditreport.com, or call toll free 1-877-322-8228. Contact information for the three main nationwide credit reporting companies is as follows:

Equifax, PO Box 740241, Atlanta, GA 30374, www.equifax.com, 1-800-685-1111

Experian, PO Box 2002, Allen, TX 75013, www.experian.com, 1-888-397-3742

TransUnion, PO Box 2000, Chester, PA 19016, www.transunion.com, 1-800-916-8800

If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should promptly contact your financial institution. We also recommend that you immediately contact the Federal Trade Commission and/or the Attorney General's office in your state.

You can obtain information from these sources about steps an individual can take to avoid identity theft as well as information about fraud alerts and security freezes on your credit files. Please keep in mind that if you place a security freeze, you will not be able to borrow money, obtain credit, or get a new credit card until you temporarily lift or permanently remove that freeze.

In addition, if you believe your information has been misused or you are the victim of identity theft, you should also contact your local law enforcement authorities and file a police report. Obtain a copy of the police report in case you are asked to provide copies to creditors to correct your records.

Contact information for the Federal Trade Commission is as follows:

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