



July 14, 2023

Notice of Data Incident

The privacy and security of the personal information we maintain is of the utmost importance to Wake Family Eye Care. This notice has important information regarding a recent security incident that may have affected the security of some of your personal information.

On June 2, 2023, Wake Family Eye Care was the target of a ransomware attack in which our server and files on the server were encrypted. We discovered the incident on June 2, 2023. We immediately took action to stop the attack and secure the accounts, including by shutting down all affected servers and workstations, engaging a third-party forensic firm to investigate, contain, and restore functionality. The incident was contained on June 2, 2023.

While we have no evidence that your information has been misused or taken, depending on what information you provided to us, the affected files may have included your name, address, date of birth, partial or full Social Security Number, driver's license / passport / other government-issued ID number, insurance number, optical images, chart number, and related eye records. The information did not include any payment or financial account numbers and there is no evidence to suggest specific files or data were targeted, taken, or misused. We encourage you to remain vigilant for incidents of fraud or misuse of your personal information, from any source, by reviewing and monitoring your account statements and monitoring your free credit reports and be cautious of suspicious activity.

If you have any questions about this incident, please do not hesitate to contact us at 1-866-373-7206, Monday through Friday from 8:00 a.m. to 5:30 p.m. Central Time.

Steps You Can Take to Help Protect Your Identity

Under U.S. law, a consumer is entitled to one free credit report annually from each of the three major credit reporting bureaus, Equifax, Experian, and TransUnion. To order your free credit report, visit www.annualcreditreport.com or call, toll-free, 1-877-322-8228. You may further educate yourself regarding identity theft prevention and protection, fraud alerts, and security freezes, and the steps you can take to protect your personal information by contacting the consumer reporting bureaus, the Federal Trade Commission, or your state Attorney General using the contact details listed below.

Equifax	Experian	TransUnion
https://www.equifax.com/personal/credit-report-services/	https://www.experian.com/help/	https://www.transunion.com/credithelp
1-888-298-0045	1-888-397-3742	1-833-395-6938
Equifax Fraud Alert, P.O. Box 105069 Atlanta, GA 30348-5069	Experian Fraud Alert, P.O. Box 9554, Allen, TX 75013	TransUnion Fraud Alert, P.O. Box 2000, Chester, PA 19016
Equifax Credit Freeze, P.O. Box 105788 Atlanta, GA 30348-5788	Experian Credit Freeze, P.O. Box 9554, Allen, TX 75013	TransUnion Credit Freeze, P.O. Box 160, Woodlyn, PA 19094

The Federal Trade Commission may be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580; www.identitytheft.gov; 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261.

The North Carolina Attorney General may be contacted for more information about identity theft prevention at: 9001 Mail Service Center, Raleigh, NC 27699-9001; 1-877-566-7226 or 1-919-716-6000; and www.ncdoj.gov.