

Notification of Data Security Incident

April 22, 2025 – On February 14, 2024, Rio Dental became aware that its third-party vendor was victimized by a sophisticated ransomware attack that impacted its network. Upon discovery, Rio Dental's third-party vendor immediately took steps to secure its network and promptly began an investigation, aided by third-party forensic specialists, to confirm the full nature and scope of the incident. Rio Dental's third-party vendor also reported this incident to federal law enforcement. Through the investigation, it was determined that certain files may have been subject to unauthorized access as part of the cyber-attack.

Following completion of a comprehensive and time-intensive review process, Rio Dental was recently notified by its third-party vendor that some of the affected files may have included protected health information ("PHI") belonging to Rio patients. The type of information contained within the affected data includes patient names, in combination with one or more of the following: date of birth, mental or physical condition, treatment information, procedure type, provider name, medical date of service, billing/claim information, health insurance group number, health insurance claim number, subscriber member number, health benefit plan, patient account number, patient ID number, diagnosis, diagnosis code, prescription information, health insurance policy number, beneficiary number, treatment location, taxpayer ID number, driver's license or state identification number, Medicaid ID, Social Security number, routing number and/or treatment cost.

At this time, Rio Dental is not aware of any evidence to suggest that any information has been fraudulent misused. However, in an abundance of caution, Rio Dental is notifying potentially impacted individuals of this incident.

In response to this incident, Rio Dental's third-party vendor partnered with third-party forensic specialists to fully investigate the full nature and scope of this incident. Although, there is no evidence of actual or attempted fraudulent misuse of information as a result of this incident, individuals are nonetheless encouraged to monitor their account statements and explanation of benefits forms for suspicious activity and to detect errors.

In coordination with our third-party vendor, Rio Dental has established a toll-free number to answer questions about the incident and to address related concerns. The number to call is 1-800-405-6108 between the hours of 8 a.m. and 8 p.m. Eastern Time, Monday through Friday.

Rio Dental takes the privacy and security of the information in its care seriously, and sincerely regrets any worry or inconvenience this incident may have caused.

What steps can I take to protect my private information?

- If you detect suspicious activity on any of your accounts or explanation of benefits forms, you should promptly notify the financial institution or company with which the account is maintained. You should also report any fraudulent activity or any suspected incidents of identity theft to law enforcement.

- You may obtain a copy of your credit report at no cost from each of the three nationwide credit reporting agencies. To do so, visit www.annualcreditreport.com or call toll free at 1-877-322-8228. Contact information for the three agencies appears at the bottom of this page.
- You can take steps recommended by the Federal Trade Commission to protect yourself from identify theft. The FTC's website offers helpful information at www.ftc.gov/idtheft.

Was my information specifically impacted?

Should the investigation reveal that your information was impacted, written notice will be provided directly to you. Importantly, there is no evidence to suggest that any information was subject to actual or attempted misuse as a result of this incident.

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 once every twelve (12) months. To do so, please visit www.annualcreditreport.com or call toll free at 1-877-322-8228. Contact information for the three agencies is included in the notification letter and is also listed at the bottom of this page.

How do I put a fraud alert on my account?

A fraud alert informs creditors of possible fraudulent activity within your report and requests that creditors 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 listed below.

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

TransUnion 1-800-680-7289 www.transunion.com	Experian 1-888-397-3742 www.experian.com	Equifax 1-888-298-0045 www.equifax.com
TransUnion Fraud Alert P.O. Box 2000 Chester, PA 19016-2000	Experian Fraud Alert P.O. Box 9554 Allen, TX 75013	Equifax Fraud Alert P.O. Box 105069 Atlanta, GA 30348-5069
TransUnion Credit Freeze P.O. Box 160 Woodlyn, PA 19094	Experian Credit Freeze P.O. Box 9554 Allen, TX 75013	Equifax Credit Freeze P.O. Box 105788 Atlanta, GA 30348-5788

Additional Information

You can further educate yourself regarding identity theft, fraud alerts, credit freezes, and the steps you can take to protect your personal information by contacting the credit reporting bureaus, the Federal Trade Commission (FTC), or your state Attorney General. The FTC also encourages those who discover that their information has been misused to file a complaint with them. The FTC may be reached at 600 Pennsylvania Ave. NW, Washington, D.C. 20580; www.identitytheft.gov; 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261.

You have the right to file a police report if you ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, you will likely need to provide some proof that you have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement, your state Attorney General, and the FTC. This notice has not been delayed by law enforcement.