



Notice of Data Event

Upper Arlington, Ohio – January 31, 2024 – Columbus Aesthetic and Plastic Surgery (“CAPS”) has learned of a data event that may have impacted data belonging to certain employees and patients.

On or around September 22, 2023, CAPS identified suspicious activity within its network environment. After detecting and promptly containing the incident, CAPS launched an investigation with the support of external cybersecurity experts to learn more about the scope of the incident and any impact to data. Through that investigation, CAPS learned of information suggesting that an unknown actor gained unauthorized access to its network between September 9 and September 15, 2023 and potentially acquired certain files, some of which may have contained personal information of our employees and patients. After a thorough review of those files, which concluded on or about December 22, 2023, CAPS determined that some personal information may have been affected. CAPS then undertook a detailed review and analysis to identify potentially impacted individuals and their contact information for notification purposes, which was initially concluded on or about January 29, 2024.

The potentially affected information varied by individual but may include the following: names, Social Security numbers, driver’s license, state, or government identification numbers, financial account information, health/medical information, treatment information, and information relating to payments for medical treatment. On January 31, 2024, CAPS submitted written notification letters for mailing to impacted individuals for whom current address information was located via United States Postal Service.

CAPS has implemented additional measures to enhance network security and minimize the risk of a similar incident occurring in the future. CAPS also notified the Federal Bureau of Investigation and the Department of Health and Human Services of this incident.

CAPS has established a toll-free call center to answer questions about the incident and to address related concerns. Call center representatives are available Monday through Friday between from 9am – 9pm ET, excluding major U.S. holidays and can be reached at (888) 466-1995.

The privacy and protection of personal and protected health information is a top priority for CAPS, which deeply regrets any inconvenience or concern this incident may cause.

We are providing the following information to help those wanting to know more about steps they can take to protect themselves and their personal information:

What steps can I take to protect my personal information?

- Please notify your financial institution immediately if you detect any suspicious activity on any of your accounts, including unauthorized transactions or new accounts opened in your name that you do not recognize. You should also promptly report any fraudulent activity or any suspected incidents of identity theft to proper law enforcement authorities.
- You can request a copy of your credit report, free of charge, directly from each of the three nationwide credit reporting agencies. To do so, free of charge once every 12 months, please visit www.annualcreditreport.com or call toll free at 1-877-322-8228. Contact information for the three nationwide credit reporting agencies is listed 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.
- Additional information on what you can do to better protect yourself is included in your notification letter.

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 or call toll free at 1-877-322-8228, or by completing an Annual Credit Report Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348 . Use the following contact information for the three nationwide credit reporting agencies:

Equifax

P.O. Box 105851
Atlanta, GA 30348
1 (888) 378-4329
www.equifax.com

Experian

P.O. Box 9532
Allen, TX 75013
1-888-397-3742
www.experian.com

TransUnion

P.O. Box 1000
Chester, PA 19016
1-800-916-8800
www.transunion.com

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.

How do I put a security freeze on my credit reports?

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, or regular stamped mail, or online by following the instructions found at the websites listed below. You will need to provide the following information when requesting a security freeze (note that if you are making a request for your spouse, 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) address. You may also be asked to provide other personal information such as your email address, 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. There is no charge to place, lift, or remove a freeze. You may obtain a security freeze by contacting any one or more of the following national consumer reporting agencies:

Equifax Security Freeze
PO Box 105788
Atlanta, GA 30348
1-800-685-1111
www.equifax.com

Experian Security Freeze
PO Box 9554
Allen, TX 75013
1-888-397-3742
www.experian.com

TransUnion (FVAD)
PO Box 2000
Chester, PA 19022
1-800-909-8872
www.transunion.com

What should I do if my family member was involved in the incident and is deceased?

You may choose to notify the three major credit bureaus, Equifax, Experian and Trans Union, and request they flag the deceased credit file. This will prevent the credit file information from being used to open credit. To make this request, mail a copy of your family member's death certificate to each company at the addresses above.