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441 Water Tower Circle, Ste 100, Colchester, VT 05446

www.cvoms.com  
referral@cvoms.com

James E. Freeman, M.S. D.D.S.

To Enroll, Please Call:  
1-800-939-4170

Or Visit:  
<https://app.idx.us/account-creation/protect>

Enrollment Code: [XXXXXXXXXX]

October 19, 2023

<< First Name>> << Last Name>>  
<<Address>>  
<<City>>, <<State>> <<Zip>>

Dear << First Name>> << Last Name>>:

Champlain Valley Oral & Maxillofacial Surgery (“CVOMS”) is writing to provide you an update to our previous correspondence dated October 17, 2023 regarding this incident. Please read this letter carefully as it contains important details about the incident and resources you may utilize to help protect your information.

**What Happened:** On October 11, 2023, you called our office requesting an explanation of a bill for a procedure that you received from CVOMS. CVOMS explained that a credit was owed to you, which we provided in the form of a refund check. You requested CVOMS to send you an email of the breakdown of the costs of your procedure. On that same day, CVOMS sent the email containing the breakdown of the costs of your procedure and a screenshot of your explanation of benefits from your insurance company. However, CVOMS later learned that it had inadvertently sent the email to the wrong person. CVOMS attempted to recall the email but was unable to do so.

**What Information Was Involved?** We believe that the information involved in this incident included your name along with your social security number and health insurance information.

**What We Are Doing:** While there is no evidence your information has been misused, out of an abundance of caution we are offering you complimentary credit monitoring and identity theft protection services through IDX, A ZeroFox Company, the data breach and recovery services expert. These services include: 12 months of credit and CyberScan monitoring, a \$1,000,000 insurance reimbursement policy, and fully managed id theft recovery services. To enroll in the free identity protection services, please call 1-800-939-4170 or go to <https://app.idx.us/account-creation/protect> and use the Enrollment Code provided above. IDX representatives are available Monday through Friday from 9 am - 9 pm Eastern Time. Please note the deadline to enroll is February 1, 2024.

**What You Can Do:** We encourage you to enroll in the complimentary credit protection services we are offering. With this protection, IDX can help you resolve issues if your identity is compromised. Please also review the guidance at the end of this letter which includes additional resources you may utilize to help protect your information.

**For More Information:** If you have questions about this incident, please contact Janice Cederholm at [JCederholm@cvoms.com](mailto:JCederholm@cvoms.com), Monday to Wednesday at 8:00 a.m. – 4:30 p.m. ET, Thursday at 9:00 a.m. – 4:30 p.m. ET and Friday at 8:00 a.m. – 2:45 p.m. ET.

Please know that we deeply regret any worry or inconvenience this may cause you.

Very truly yours,

A handwritten signature in black ink, appearing to read "Jim Collier". The signature is written in a cursive, flowing style.

Champlain Valley Oral & Maxillofacial Surgery  
441 Water Tower Circle, Ste 100  
Colchester, VT 05446

## STEPS YOU CAN TAKE TO HELP PROTECT YOUR INFORMATION

**Review Your Account Statements and Notify Law Enforcement of Suspicious Activity:** As a precautionary measure, we recommend that you remain vigilant by reviewing your account statements and credit reports closely. If you detect any suspicious activity on an account, you should promptly notify the financial institution or company with which the account is maintained. You also should promptly report any fraudulent activity or any suspected incidence of identity theft to proper law enforcement authorities, your state attorney general, and/or the Federal Trade Commission (FTC).

**Copy of Credit Report:** You may obtain a free copy of your credit report from each of the three major credit reporting agencies once every 12 months by visiting <http://www.annualcreditreport.com/>, calling toll-free 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. You also can contact one of the following three national credit reporting agencies:

**Equifax**

P.O. Box 105851  
Atlanta, GA 30348  
1-800-525-6285  
[www.equifax.com](http://www.equifax.com)

**Experian**

P.O. Box 9532  
Allen, TX 75013  
1-888-397-3742  
[www.experian.com](http://www.experian.com)

**TransUnion**

P.O. Box 1000  
Chester, PA 19016  
1-800-916-8800  
[www.transunion.com](http://www.transunion.com)

**Fraud Alert:** You may want to consider placing a fraud alert on your credit report. An initial fraud alert is free and will stay on your credit file for at least one year. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any accounts in your name. To place a fraud alert on your credit report, contact any of the three credit reporting agencies identified above. Additional information is available at <http://www.annualcreditreport.com>.

**Security Freeze:** You have the right to put a security freeze on your credit file for up to one year at no cost. This will prevent new credit from being opened in your name without the use of a PIN number that is issued to you when you initiate the freeze. A security freeze is designed to prevent potential creditors from accessing your credit report without your consent. As a result, using a security freeze may interfere with or delay your ability to obtain credit. You must separately place a security freeze on your credit file with each credit reporting agency. In order to place a security freeze, you may be required to provide the consumer reporting agency with information that identifies you including your full name, Social Security number, date of birth, current and previous addresses, a copy of your state-issued identification card, and a recent utility bill, bank statement or insurance statement.

**Additional Free Resources:** You can obtain information from the consumer reporting agencies, the FTC, or from your respective state Attorney General about fraud alerts, security freezes, and steps you can take toward preventing identity theft. You may report suspected identity theft to local law enforcement, including to the FTC or to the Attorney General in your state.

**Federal Trade Commission**

600 Pennsylvania Ave, NW  
Washington, DC 20580  
[consumer.ftc.gov](http://consumer.ftc.gov), and  
[www.ftc.gov/idtheft](http://www.ftc.gov/idtheft)  
1-877-438-4338

**Maryland Attorney General**

200 St. Paul Place  
Baltimore, MD 21202  
[oag.state.md.us](http://oag.state.md.us)  
1-888-743-0023

**New York Attorney General**

Bureau of Internet and Technology  
Resources  
28 Liberty Street  
New York, NY 10005  
1-212-416-8433

**North Carolina Attorney General**

9001 Mail Service Center  
Raleigh, NC 27699  
[ncdoj.gov](http://ncdoj.gov)  
1-877-566-7226

**Rhode Island Attorney General**

150 South Main Street  
Providence, RI 02903  
<http://www.riag.ri.gov>  
1-401-274-4400

**Washington D.C. Attorney General**

441 4th Street, NW  
Washington, DC 20001  
[oag.dc.gov](http://oag.dc.gov)  
1-202-727-3400

**You also have certain rights under the Fair Credit Reporting Act (FCRA):** These rights include to know what is in your file; to dispute incomplete or inaccurate information; to have consumer reporting agencies correct or delete inaccurate, incomplete, or unverifiable information; as well as other rights. For more information about the FCRA, and your rights pursuant to the FCRA, please visit <https://www.consumer.ftc.gov/articles/pdf-0096-fair-credit-reporting-act.pdf>