

NOTICE OF DATA SECURITY INCIDENT

On February 20, 2019 Dr. T.Y. Steven Ip F.A.C.S. was hit with a ransomware attack and, as part of that attack, the criminal illegally accessed the data on our network. Upon learning of the incident, we promptly notified law enforcement and have retained a leading forensic security firm to investigate the incident. We have consulted with law enforcement throughout this incident and are cooperating with its investigation.

On February 24, 2019 we learned that the criminal took demographic, financial, and medical information out of our system. At this point, we do not know for certain what personal information was viewed or acquired by the unauthorized party. We are working to notify potentially impacted patients and providing information on steps they can take to protect themselves against fraud or identity theft.

We are mailing notification letters to potentially impacted individuals for whom we have a valid mailing address. That notice will include information on steps individuals can take to protect themselves against potential fraud or identity theft. In addition, we are offering free identity theft protection services to individuals whose Social Security numbers may be impacted. As a general matter, we recommend that individuals regularly monitor credit reports, account statements and benefit statements. If individuals detect any suspicious activity, they should notify the entity with which the account is maintained, and promptly report the suspicious activity to appropriate law enforcement authorities, including the police and their state attorney general. In addition, anyone looking for information on fraud prevention can review tips provided by the FTC at www.ftc.gov/idtheft.

Dr. Ip takes seriously our responsibility to safeguard personal information and apologize for any inconvenience or concern this incident might cause. We will continue to take steps to prevent something like this from happening again. Individuals seeking additional information call our toll-free inquiry line at 866-535-9059 between 8 am PST to 5:30 pm PST.