

Facial Surgery Group, PC
c/o HaystackID Return Processing Center:
555 Monster Rd SW | Renton, WA 98057

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FACIAL SURGERY GROUP
oral & maxillofacial surgeons

Via First-Class Mail

October 16, 2026

Re: Notice of Data Incident

Dear [REDACTED]

Facial Surgery Group is writing to inform you of a data security incident that may have involved your personal information. We take the protection of your personal information very seriously and are sending you this notice to tell you what happened, what information was involved, what we have done in response, what you can do in response to this incident, and what resources are available to help protect against the potential misuse of sensitive personal information, if you feel it is appropriate.

What Happened?

On November 24, 2025, Facial Surgery Group detected suspicious activity within its email environment. Upon discovery of the incident, Facial Surgery Group immediately disabled the affected email account, changed the account password, active sessions were terminated, and promptly engaged a specialized third-party cybersecurity firm and IT personnel to conduct a comprehensive forensic investigation to determine the nature and the scope of the incident. The forensic investigation concluded on February 2, 2026, and determined that there was potential unauthorized access to certain information contained in an employee's email account.

Facial Surgery Group engaged a third-party data mining vendor to determine whose information and the type of information that was contained in the account. This review was completed on September 9, 2026.

What Information was Involved?

Although Facial Surgery Group has no evidence that any sensitive information has been misused by third parties as a result of this incident, we are notifying you out of an abundance of caution and for the purposes of full transparency. Based on the investigation, the following information related to you may have been subject to unauthorized access: **Date of Birth, Medical Record Number (MRN), Patient Account Number (PAN), Medicaid Number, Health Insurance Group Number, Medical Diagnosis Information, Medical Treatment/Procedure Information, Treatment Location, Clinical Information, Provider Name**

What We Are Doing.

Data privacy and security are among Facial Surgery Group's highest priorities, and Facial Surgery Group is committed to doing everything it can to protect the privacy and security of the personal information in its care. Upon discovery of

the incident, Facial Surgery Group moved quickly and diligently to investigate, contain, and remediate its email accounts with the assistance of outside experts. Specifically, Facial Surgery Group has engaged external cybersecurity experts to further assess and strengthen our accounts, enhance monitoring and access controls, and implement additional safeguards to protect personal information.

In addition, in response to the incident, we are providing you with access to **Single Bureau Credit Monitoring/Single Bureau Credit Report/Single Bureau Credit Score** services at no charge. These services provide you with alerts for **24** months from the date of enrollment when changes occur to your credit file. This notification is sent to you the same day that the change or update takes place to your credit file with the credit bureau. Finally, we are providing you with proactive fraud assistance to help with any questions that you might have or in event that you become a victim of fraud. These services will be provided by HaystackID, a company specializing in fraud assistance and remediation services.

How do I enroll for the free services?

To enroll in Credit Monitoring services at no charge, please log on to the following and follow the instructions provided: [REDACTED].

When prompted please provide the following activation code to receive services: [REDACTED].

In order for you to receive the monitoring services described above, you must enroll within ninety (90) days from the date of this letter. The enrollment requires an internet connection and e-mail account and may not be available to minors under the age of 18 years of age. Please note that when signing up for monitoring services, you may be asked to verify personal information for your own protection to confirm your identity.

For More Information

If you have any questions or concerns not addressed in this letter, please call [REDACTED] (toll free) Monday through Friday, during the hours of 9:00 a.m. and 9:00 p.m. Eastern Standard Time (excluding U.S. national holidays). Please have this letter ready if you call.

Facial Surgery Group sincerely regrets any concern or inconvenience this matter may cause and remains dedicated to ensuring the privacy and security of all information in our control.

Sincerely,

Facial Surgery Group