

# Data Security Update

March 28, 2025

RE: Data Security Event – Nationwide Recovery Services

Smile Solutions of Goodlettsville was recently made aware of a data security event occurring with our former debt recovery vendor, Nationwide Recovery Services (NRS). This vendor was used by Smiles Solutions from December 2001 – July 2024.

In July 2024, NRS experienced a network outage that resulted in the unauthorized access of protected account information. During this breach, the information provided to NRS for debt recovery by Smile Solutions was compromised and believed to have been accessed and copied. Since this discovery, NRS has addressed security concerns and upscaled cyber protection.

If your account with Smile Solutions was ever sent to NRS for collection recovery, your personal information is believed to have been impacted by this data breach. The information at risk may include some or all of the following: name, address at the time of referral, date of birth, Social Security number, financial account information and relevant details of clinical services required for debt collection.

We suggest that you monitor your credit and personal banking information for suspicious activity. You will find information below to assist with this process.

## Protect Your Credit Infomation

The three major credit bureaus offer both fraud alerts and credit freezes as a way to protect your credit information with no effect on your credit score or ability for YOU to use your credit.

FRAUD ALERT – By placing a fraud alert, the credit bureaus will notify creditors to verify your identity when there is an application for new credit.

CREDIT FREEZE – By placing a freeze on your credit, you will prevent anyone other than you from having access to your credit report/history. No new lines of credit can occur unless you personally lift the freeze.

- Equifax: 1 (888) 378-4329, [equifax.com](https://www.equifax.com)
- Experian: (888) 397-3742, [experian.com](https://www.experian.com)
- TransUnion: (800) 680-7289, [transunion.com](https://www.transunion.com)

Order your credit reports. By establishing a fraud alert and/or credit freeze, you will receive a follow-up letter that will explain how you can receive a free copy of your credit report. When you receive your credit report, examine it closely and look for any signs of fraud, such as credit accounts that are not yours.

Continue to monitor your credit reports. Even though a fraud alert/credit freeze have been placed, you should continue to monitor your credit reports to ensure an imposter has not opened an account using your personal information.

Protecting our patient’s privacy is very important to us. We apologize for any inconvenience or concern this may cause, but we believe it is important for you to be fulling informed of any potential risk resulting from this incident.

Sincerely,

Smiles Solutions of Goodlettsville



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