



224 N. Fair Oaks Avenue Suite 300 Pasadena, CA 91103  
Phone: (800)807-3422 Fax: (626)696-1453

## **NOTICE OF INFORMATION BREACH**

**October 14, 2021**

**Dear SMG-Reseda Patients:**

Algos, Inc., a Medical Corporation, dba Synovation Medical Group (the “Group” / “SMG”) is posting this notice as part of the Group’s commitment to patient privacy. The Group regrets to inform our SMG-Reseda patients that there might have been a breach of their protected health information. **Not all SMG-Reseda patients were affected by the breach. To learn if your information was involved in the breach, please call (800)807-3422.**

### **What Happened?**

On August 15, 2021, the Group discovered that person(s) unknown broke into the vehicle of an SMG employee on August 15, 2021. The perpetrator(s) took a laptop bag containing a laptop with encrypted information and an appointment schedule with printed information on Seventy (70) patients with appointments on August 17 or 20, 2021 with Dr Andrew Seltzer.

### **What Information Was Involved?**

The Group has learned that the following (printed) information of the Seventy (70) patients have been compromised: patient name, patient number, date of birth, age, telephone number, abbreviation of insurance name, co-pay amount, type of visit, and visit date, time, and/or duration estimate.

### **What We Are Doing.**

The Group is working on obtaining evidence that might help law enforcement locate the perpetrator(s). As of the date of this letter, the incident is not being investigated by law enforcement; therefore, notification was not delayed by a law enforcement investigation.

### **What You Can Do.**

As a precautionary measure, the Group recommends that patients remain vigilant by reviewing their account statements and credit reports. If a patient detects any suspicious activity on an account, the patient should notify the entity with which the account is maintained. The patient should also report any fraudulent activity or any suspected incidence of identity theft to the appropriate law enforcement authority, their state attorney general, and/or the Federal Trade Commission (the “FTC”). To file a complaint with the FTC, go to <http://www.consumer.ftc.gov/features/feature-0014-identity-theft> or call 1-877-ID-THEFT (1-



224 N. Fair Oaks Avenue Suite 300 Pasadena, CA 91103  
Phone: (800)807-3422 Fax: (626)696-1453

877-438-4338). FTC-filed complaints will be added to the FTC's Identity Theft Clearinghouse (a database available to law enforcement agencies).

Patients may obtain a free copy of their credit report from any of the three major credit reporting agencies once every 12 months by visiting <https://www.annualcreditreport.com>, calling toll free 1-877-322-8228, or completing an Annual Credit Report Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105281 Atlanta, GA 30348-5281. The request form is available at <https://www.annualcreditreport.com/manualRequestForm.action>. Patients may elect to purchase a copy of their credit report by contacting any of the three major credit reporting agencies:

- Equifax at (800)685-1111, [www.equifax.com](http://www.equifax.com), P.O. Box 740241 Atlanta, GA 30374-0241
- Experian at (888)397-3742, [www.experian.com](http://www.experian.com), P.O. Box 4500 Allen, TX 75013
- TransUnion at (800)888-4213, [www.transunion.com](http://www.transunion.com), P.O. Box 1000 Chester, PA 19016

Patients may want to consider placing a fraud alert on their credit report. An initial fraud alert is free and will stay on a patient's credit file for at least ninety (90) days. The alert informs creditors of the possibility of fraudulent activity within the patient's report. The alert requests creditors to contact the patient prior to establishing any account in the patient's name. To place a fraud alert on a patient's credit report, please contact any of the three major credit reporting agencies.

#### **Other Important Information.**

Additional information is available at <http://www.annualcreditreport.com>.

#### **For More Information.**

**Not all SMG-Reseda patients were affected by the breach. To learn if your information was involved in the breach, please call (800)807-3422.** If you have other questions or concerns, you may call (800)807-3422 or visit [www.synovationmedicalgroup.com](http://www.synovationmedicalgroup.com).

The Group apologizes for the worry and stress this situation has caused. We assure each patient that we are doing everything possible to regain their trust in our practice.

Sincerely,

Synovation Medical Group