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NEWS RELEASE – FOR IMMEDIATE RELEASE

TOTAL VISION NOTIFIES PATIENTS OF SECURITY INCIDENT

(MISSION VIEJO, CA – December 2020) Total Vision announced today that it has notified approximately 138,402 patients of a data security incident that may have compromised certain patient information.

“We take our responsibility to protect patient information very seriously and deeply regret this incident occurred,” said Neil Collier, CEO, Total Vision. “While we are not aware of any misuse of patient information related to this incident, we are notifying patients about what happened, what information was involved, what we have done to address the situation, and what patients can do to help protect their information.”

On October 30, 2020, Total Vision's patient information was located on a server that was accessed by a third party and may have resulted in unauthorized access to patient information for some patients. Upon learning of this incident, Total Vision promptly secured the server and then added additional levels of security to the system. Total Vision also launched an investigation to determine the size and scope of the incident, as well as the number of people potentially impacted. The investigation is ongoing.

The investigation revealed that patient's name, address, date of birth, contact lens or eyeglass prescription, and in some instances, social security number may have been exposed to a third party. Credit card and bank account information was not exposed. While unauthorized access to patient information may have occurred, no known or attempted misuse of patient information has been reported as a result of this incident at this time.

Total Vision is offering free credit monitoring services for one year to individuals whose social security information was included in the security incident. Total Vision encourages impacted individuals to remain vigilant in reviewing account statements for fraudulent or irregular activity on a regular basis. Individuals should follow up with the applicable insurance company or eyecare provider for any items that are not recognized.

Total Vision has taken a number of important steps intended to protect its systems and prevent similar situations from happening in the future including adding additional security technology. “We continue to work closely with leading experts to learn from our experience and help our organization and other health care organizations to prevent these kinds of incidents” said Collier.

Total Vision mailed notification letters via U.S. Mail to individuals impacted by this incident (where last known home address was available). Total Vision has also notified the news media and posted notices on their website.

For patients who have questions or concerns regarding this incident, or to determine if they are impacted by this incident, please call 855-347-6551 and use engagement number DB24138 .

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About Total Vision

Total Vision is the largest network of vision providers in California. With 39 practices and growing, Total Vision has become a recognized leader in the optometry industry.