

July 11, 2025



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United States of America

Via Online Portal

Washington State Office of the Attorney General

Direct line +1 212 318 3080
annmarie.giblin@nortonrosefulbright.com

Re: Legal Notice of Data Security Incident

Tel +1 212 318 3000
Fax +1 212 318 3400

Dear Sir or Madam:

I am writing on behalf of my client Ocuco to inform you of a cybersecurity incident.

On April 1, 2025, Ocuco learned that a third party was claiming to have stolen information from its environment via a posting on the unindexed internet (also known as the dark web). Ocuco immediately took steps to secure its virtual environment and launched an investigation to determine if this claim was legitimate by engaging external cybersecurity experts.

Ocuco's investigation revealed that an unauthorized actor accessed two non-production servers and certain files stored therein between March 28, 2025, and April 1, 2025, and some files were copied from one of those servers between March 30, 2025, and April 1, 2025. Ocuco's investigation determined this unauthorized access was enabled by a newly discovered vulnerability contained within third-party software Ocuco uses that was not timely disclosed to Ocuco. Ocuco conducted a review of the files to identify individuals whose information may have been involved.

On July 3, 2025, Ocuco completed this data review and identification of addresses and determined the files contained personal information of twenty-four thousand eight hundred thirty-three (24,833) Washington residents. The personal information of the twenty-four thousand eight hundred thirty-three (24,833) Washington residents varied by individual but may have included name, Date of Birth, date of treatment, doctor or provider name, health insurance claim information, health insurance coverage information, health insurance number, medical record number, prescriptions or medications, treatment or diagnosis, lab results, medical history, and payment for health services. We will update you further if there are any other pertinent developments.

Today, Ocuco will begin mailing notification letters to the twenty-four thousand eight hundred thirty-three (24,833) Washington residents and will be offering them twenty-four months of complimentary credit monitoring and fraud protection services. A copy of the notice letter is attached. Ocuco is also providing a toll-free phone number for the recipients to call with any questions regarding this incident.

Additionally, there were 50,876 individuals that we could not confirm any contact information for. As a result, both Ocuco and the customers to which these individuals are related have also posted substitute notices on their websites.

To help prevent a similar incident from occurring in the future, Ocuco has implemented, and continues to evaluate, additional measures to enhance the security of its systems and data.

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^NORTON ROSE FULBRIGHT

If you have any questions or need further information regarding this incident, please do not hesitate to contact me.

Sincerely,

Annmarie Giblin
Annmarie Giblin

Ocuco Ltd.
c/o Cyberscout
PO Box 1286
Dearborn, MI 48120-9998



P
<first name> <middle name> <last name>
<address 1>
<address 2>
<city>, <st> <postal code>



July 11, 2025

RE: NOTICE OF DATA BREACH

Dear <first name>:

Ocuco is an eye care technology company providing software solutions for various eye care providers, including your eyecare provider. Due to the nature of this work, Ocuco is provided access to certain personal information to perform these services.

We are writing to inform you that we experienced a data security incident that involved some of your protected health information associated with the provision of your eye care. As noted above, Ocuco was in possession of this information due to its work with your eyecare provider. This notice explains the incident, steps we have taken in response, and additional information on steps you may take to help protect your information.

What Happened?

On April 1, 2025, Ocuco learned that a third party was claiming to have stolen information from its environment via a posting on the unindexed internet (also known as the dark web). Ocuco immediately took steps to secure its virtual environment and launched an investigation to determine if this claim was legitimate by engaging external cybersecurity experts.

Ocuco's investigation revealed that an unauthorized actor accessed two non-production servers and certain files stored therein between March 28, 2025, and April 1, 2025, and some files were copied from one of those servers between March 30, 2025, and April 1, 2025. Ocuco's investigation determined this unauthorized access was enabled by a newly discovered vulnerability contained within third-party software Ocuco uses that was not timely disclosed to Ocuco. Ocuco conducted a review of the files to identify individuals whose information may have been involved and worked to obtain addresses and notify them as quickly as possible after completing the review on July 3, 2025.

What Information Was Involved?

Our review determined some of your personal information was contained within the involved files, including your name and the following: <exposed data elements>.

What We Are Doing?

Ocuco has fully patched the vulnerability. Further, we have also undertaken a general review of our cybersecurity controls and procedures to ensure that we maintain the highest levels of security for our network, systems, and data. Ocuco continues to evaluate additional steps that may be taken to further enhance the security of our environment.

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What You Can Do

Please review the "Information About Identity Theft Protection" reference guide, enclosed here, which describes additional steps you may take to help protect yourself, including recommendations from the Federal Trade Commission about identity theft protection and details regarding placing a fraud alert or security freeze on your credit file.

While we have no evidence to suggest that your information was targeted or has been misused for purposes of fraud or identity theft, we encourage you to remain vigilant of your information and, as a precaution, Ocuko is offering you complimentary 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 you the same day that the change or update takes place with the bureau. Finally, we are providing you with proactive fraud assistance to help with any questions that you may have or in the event that you become a victim of fraud. These services will be provided by Cyberscout, a TransUnion company specializing in fraud assistance and remediation services.

To enroll in Credit Monitoring services at no charge, please log on to **www.mytrueidentity.com** and follow the instructions provided. When prompted, please provide the following unique code to receive services<unique code>

In order for you to receive the monitoring services described above, you must enroll within 90 days from the date of this letter. The enrollment requires an internet connection and email 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.

Ocuko takes the security of your personal information seriously, and sincerely regrets that this incident occurred. For more information, or if you have any questions or need additional information, please call 1-833-397-3848 Monday through Friday, excluding holidays, between 8:00 a.m. and 8:00 p.m. Eastern Time.

Sincerely,

A handwritten signature in cursive script that reads "Peter Furlong".

Peter Furlong
Operations Director

Information About Identity Theft Protection Guide

Free Credit Report. We remind you to be vigilant for incidents of fraud or identity theft by reviewing your account statements and free credit reports for any unauthorized activity. If you identify any unauthorized charges on your financial account statements, you should immediately report any such charges to your financial institution. You may obtain a copy of your credit report, free of charge, once every 12 months from each of the three nationwide credit reporting companies. To order your annual free credit report, please visit www.annualcreditreport.com or call toll free at 1-877-322-8228. You can also order your annual free credit report by mailing a completed Annual Credit Report Request Form (available from the U.S. Federal Trade Commission's ("FTC") website at www.consumer.ftc.gov) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281.



Contact information for the three nationwide credit reporting companies is as follows:

Equifax	Experian	TransUnion
Phone: 1-800-685-1111 P.O. Box 740256 Atlanta, Georgia 30348 www.equifax.com	Phone: 1-888-397-3742 P.O. Box 9554 Allen, Texas 75013 www.experian.com	Phone: 1-888-909-8872 P.O. Box 105281 Atlanta, GA 30348-5281 www.transunion.com

For Colorado, Georgia, Maine, Maryland, Massachusetts, New Jersey, Puerto Rico, and Vermont residents: You may obtain one or more (depending on the state) additional copies of your credit report, free of charge. You must contact each of the credit reporting agencies directly to obtain such additional report(s).

Security Freeze. Security freezes, also known as credit freezes, restrict access to your credit file, making it harder for identity thieves to open new accounts in your name. You can freeze and unfreeze your credit file for free. You also can get a free freeze for your children who are under 16. And if you are someone's guardian, conservator or have a valid power of attorney, you can get a free freeze for that person, too.

How will these freezes work? Contact all three of the nationwide credit reporting agencies - Equifax, Experian, and TransUnion. If you request a freeze online or by phone, the agency must place the freeze within one business day. If you request a lift of the freeze, the agency must lift it within one hour. If you make your request by mail, the agency must place or lift the freeze within three business days after it gets your request. You also can lift the freeze temporarily without a fee.

Don't confuse freezes with locks. They work in a similar way, but locks may have monthly fees. If you want a free freeze guaranteed by federal law, then opt for a freeze, not a lock.

The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past five years; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. The request must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible and display your name, current mailing address, and the date of issue. You may obtain information from the credit reporting agencies and the FTC about security freezes.

For New Mexico residents: You may obtain a security freeze on your credit report to protect your privacy and ensure that credit is not granted in your name without your knowledge. You may submit a declaration of removal to remove information placed in your credit report as a result of being a victim of identity theft. You have a right to place a security freeze on your credit report or submit a declaration of removal pursuant to the Fair Credit Reporting and Identity Security Act. For more information, including information about additional rights, go to www.consumerfinance.gov/learnmore or write to: Consumer Financial Protection Bureau, 1700 G Street N.W., Washington, DC 20552.

For Colorado and Illinois residents: You may obtain information from the credit reporting agencies and the FTC about security freezes.

Fraud Alerts. A fraud alert tells businesses that check your credit that they should check with you before opening a new account. An initial fraud alert stays on your credit report for one year. You may have an extended alert placed on your credit report if you have already been a victim of identity theft with the appropriate documentary proof.

An extended fraud alert stays on your credit report for seven years. To place a fraud alert on your credit reports, contact one of the nationwide credit bureaus. A fraud alert is free. The credit bureau you contact must tell the other two, and all three will place an alert on their versions of your report. You may obtain additional information from the credit reporting agencies and the FTC about fraud alerts.

Ocuco is located at 25491 US Hwy 19, No. 14359, Clearwater, FL 33766 and can be reached by telephone at 647-722-6532.

For Colorado and Illinois residents: You may obtain additional information from the credit reporting agencies and the FTC about fraud alerts.

Federal Trade Commission and State Attorneys General Offices. If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should immediately contact the Federal Trade Commission and/or the Attorney General's office in your home state. You may also contact these agencies for information on how to prevent or avoid identity theft. You may contact the Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580, www.ftc.gov/bcp/edu/microsites/idtheft/, 1-877-IDTHEFT (438-4338).

For Connecticut Residents: You may contact and obtain information from your state attorney general at: Connecticut Attorney General's Office, 55 Elm Street, Hartford, CT 06106, 1-860-808- 5318, www.ct.gov/ag

For District of Columbia Residents: You may contact the Office of the Attorney General for the District of Columbia, 441 4th Street NW, Suite 1100 South, Washington, D.C. 20001, <https://oag.dc.gov>, 202-442-9828.

For Maryland Residents: You may contact the Maryland Office of the Attorney General, Consumer Protection Division, 200 St. Paul Place, Baltimore, MD 21202, <https://www.marylandattorneygeneral.gov>, 1-888-743- 0023.

For New York Residents: You may contact the New York Department of State Division of Consumer Protection, One Commerce Plaza, 99 Washington Ave., Albany, NY 12231- 0001, 518-474-8583 / 1-800-697- 1220, <http://www.dos.ny.gov/consumerprotection>; and New York State Office of the Attorney General, The Capitol, Albany, NY 12224-0341, 1- 800-771-7755, <https://ag.ny.gov>.

For North Carolina Residents: You may contact the North Carolina Office of the Attorney General, Consumer Protection Division, 9001 Mail Service Center, Raleigh, NC 27699- 9001, www.ncdoj.gov, 1-877-566-7226.

For Rhode Island Residents: You may contact the Rhode Island Office of the Attorney General, 150 South Main Street, Providence, RI 02903, [http](http://ag.ri.gov) 401-274- 4400.

For Texas Residents: You may contact and obtain information from your state attorney general at: Office of the Texas Attorney General www.texasattorneygeneral.gov/consumer-protection/identity-theft or contact the Identity Theft Hotline at 800-621-0508 (toll-free).

For Washington residents: You may contact the Washington State Office of the Attorney General, 1125 Washington St SE, PO Box 40100, Olympia, WA 98504, <https://www.atg.wa.gov/>, 1-800-551-4636 (in Washington only) or 1-206-464-6684.

Reporting of identity theft and obtaining a police report. You have the right to obtain any police report filed in the United States in regard to this incident. If you are the victim of fraud or identity theft, you also have the right to file a police report.

For Iowa Residents: You are advised to report any suspected identity theft to law enforcement or to the Iowa Attorney General.

For Massachusetts Residents: You have the right to obtain a police report if you are a victim of identity theft. You also have a right to file a police report and obtain a copy of it.

For Oregon Residents: You are advised to report any suspected identity theft to law enforcement, the Federal Trade Commission, and the Oregon Attorney General.

For Rhode Island Residents: You have the right to file or obtain a police report regarding this incident.