

# THE DIGITAL Dental Record

**“At 8:44 a.m. on Monday, Aug. 26, we learned that ransomware had been deployed on the remote management software our product uses to back up client data. Immediate action was taken to investigate and contain the threat. Our investigation and remediation efforts continue. Unfortunately, a number of practices have been and continue to be impacted by this attack.**

**“We deeply regret the frustration and inconvenience this has caused our clients, and we are working diligently with them and the software company to restore files as quickly and completely as possible. Restoration is a slow and methodical process that could take several more days to complete. Additionally, we are actively communicating with clients to answer questions, facilitate contact with appropriate insurance carriers and address other business concerns.**

**“The safety and security of the technology solutions we provide our clients is always our top priority. In conjunction with law enforcement, we are actively investigating the incident and will provide more information when we are able.”**



August 29, 2019

To all Wisconsin Dental Association members:

As we head into the holiday weekend, I want to take a moment to update you on an ongoing situation involving DDS Safe, a WDA endorsed product that is part of the WDA Insurance & Services Corp. At 8:44 a.m. on Monday, Aug. 26, WDAISC learned that ransomware had been deployed on the remote management software DDS Safe uses to back up client data. PerCSOft, the IT vendor for DDS Safe, took immediate action to contain the threat; however, roughly 400 practices around the country lost access to electronic files as a result of the virus.

PerCSOft assures us it is working to restore files as quickly and completely as possible, but restoration is a slow and methodical process that could take several days to complete. In the meantime, DDS Safe and the WDAISC are actively communicating with their clients to answer questions, facilitate contact with insurance carriers and address other business concerns. WDAISC is working diligently to fully investigate

the situation and ensure it has been contained. It is also working with the Federal Bureau of Investigation's CyberCrime Unit as part of the investigation and response. We are in close communication with them and will provide updates when we can.

The safety, security and high quality of the endorsed products and services the WDA provides and recommends for our members is extremely important to us, and we are taking this matter very seriously. As WDAISC and PerCSoft work to return their clients to business, we are monitoring the situation, offering our assistance and fielding calls from members and the media. We are working closely with legal counsel, our insurers, the ADA and WDAISC leadership to ask questions, get answers and determine our next steps moving forward. At all times, what is good and right for our members, our members' livelihoods and the strength of the WDA is top of mind.

Our understanding is that only a small percentage of the affected practices are in Wisconsin, and that WDAISC and PerCSoft have been in touch with most of them. If you continue to have questions or would like to discuss this matter further, please feel free to reach out to WDAISC President Mara Roberts ([mroberts@profinsprog.com](mailto:mroberts@profinsprog.com) – add "DDS Safe" to your subject line – or 414.755.4170). We will also provide updates on WDA.org as they are available.

Thank you for your patience and support during this very difficult situation.

Mark Paget  
Executive Director