

Effective August 1st our Hospital needs to adhere to something called “Red Flag Rules” which is a written program we need to put into place to help prevent, detect and respond to identity theft. This rule is a section of the Fair and Accurate Credit Transaction Act (“FACT ACT”) of 2003, a Federal Law which requires the establishment of guidelines for financial institutions and creditors regarding identify theft. It is because we are considered a creditor that we need to put this program in place.

So what does this mean for you as a valued client of Kulshan Veterinary Hospital? You probably won’t see too many changes in the way we continue to provide our Customer Service, most of the changes will be behind the scenes. However you may notice us asking to see a picture ID when you pay with a check or Credit Card, this being just one of the ways we can verify that you are who you say you are. While we have kept all valuable and required information such as credit card numbers, social security numbers and drivers license numbers in a secure environment we are taking even further action to keep this information safe and protected.

All necessary employees will be trained on this new program and it has to be reviewed and approved on a yearly basis. We hope that by creating this program, implementing and reviewing on a regular basis we can do our part in preventing the wide spread identity theft problem and keep you our clients safe as well.