

EXHIBIT A



October 7, 2024

NOTICE OF SECURITY INCIDENT

Dear Parent or Guardian of _____ :

Community HousingWorks (“CHW”) is writing to notify you of an incident that may have impacted your minor’s information. Due to requirements imposed by Massachusetts law, we are unable to provide details about the nature of the incident in this letter. Nevertheless, we are providing you notice so you can better protect your minor’s information should you feel it is appropriate to do so.

CHW takes the confidentiality, privacy, and security of information in its care very seriously. Upon discovery of the event, CHW conducted a diligent investigation to confirm the full nature and scope, took prompt steps to ensure security of its network environment, and conducted a comprehensive review of the information potentially affected. CHW also notified law enforcement and enhanced its existing security protocols. CHW continues to evaluate its policies and procedures related to data privacy and security. In addition to notifying you, and law enforcement, CHW will be notifying applicable state and federal regulators, as well as the consumer reporting agencies.

As an added precaution, CHW is providing your minor with access to identity monitoring services for twenty-four (24) months at no cost. Information regarding these services and instructions on how to activate them can be found below. Please note that you must complete the enrollment process as we are not permitted to enroll your minor in these services.

To enroll in Cyber Monitoring services at no charge, please log on to <https://bfs.cyberscout.com/activate> and follow the instructions provided. When prompted please provide the following unique code to receive services: _____ . Once you have completed the enrollment for yourself, click on your name in the top right of your dashboard and then “Add Family Member” to enroll your child. To complete the child’s enrollment, click on the child’s name and provide the requested information for monitoring. 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 an email account and will require enrollment by parent or guardian first. 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.

Although most consumers under the age of eighteen do not have an active credit file, the following steps can be undertaken once the consumer reaches that age. To find out if your minor child has a credit report or to request a manual search for your minor child’s Social Security number each credit bureau has its own process. To learn more about these processes or request these services, you may contact the credit bureaus by phone or in writing or you may visit the below websites:

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Equifax	Experian	TransUnion
https://www.equifax.com/personal/education/identity-theft/child-identity-theft/	www.experian.com/fraud/form-minor-child.html	www.transunion.com/credit-disputes/child-identity-theft-inquiry-form
1-800-685-1111	1-888-397-3742	1-888-909-8872
P.O. Box 105788 Atlanta, GA 30348-5788	P.O. Box 9554 Allen, TX 75013	P.O. Box 2000 Chester, PA 19016

To request information about the existence of a credit file in your minor child's name, search for you minor child's Social Security number, place a security freeze on your minor child's credit file, place a fraud alert on your minor child's credit report (if one exists), or request a copy of your minor child's credit report you may be required to provide the following information:

- A copy of your driver's license or another government issued identification card, such as a state identification card, etc.;
- Proof of your address, such as a copy of a bank statement, utility bill, insurance statement, etc.;
- A copy of your minor child's birth certificate;
- A copy of your minor child's Social Security card;
- Your minor child's full name, including middle initial and generation, such as JR, SR, II, III, etc.;
- Your minor child's date of birth; and
- Your minor child's previous addresses for the past two years.

Under Massachusetts law, you have the right to obtain any police report filed in regard to this incident. If your minor child is the victim of identity theft, you also have the right to file a police report and obtain a copy of it.

You may further educate yourself regarding identity theft, fraud alerts, credit freezes, and the steps you can take to protect your minor child's personal information by contacting the consumer reporting bureaus, the Federal Trade Commission, or your state Attorney General. The Federal Trade Commission may be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580; www.identitytheft.gov; 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. You can obtain further information on how to file such a complaint by way of the contact information listed above. You have the right to file a police report if your minor child ever experiences identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, you will likely need to provide some proof that your minor child has been a victim. Instances of known or suspected identity theft should also be reported to law enforcement and your state Attorney General. This notice has not been delayed by law enforcement.

We understand you may have questions about the incident that are not addressed in this letter. Representatives are available for 90 days from the date of this letter, to assist you with questions regarding this incident, between the hours of 8:00 a.m. to 8:00 p.m. Eastern time, Monday through Friday, excluding holidays. Please call the help line at 1-800-405-6108 and supply the fraud specialist with your unique code provide above. You may also write to CHW at 3111 Camino del Rio N, Suite 800, San Diego, CA 92108.

Sincerely,

Community HousingWorks