



THE COMMONWEALTH OF MASSACHUSETTS  
EXECUTIVE OFFICE OF LABOR AND WORKFORCE DEVELOPMENT  
DEPARTMENT OF UNEMPLOYMENT ASSISTANCE

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DIRECTOR

October 22, 2024

[REDACTED]

Dear Ms. [REDACTED]:

I am writing to notify you of an unauthorized acquisition of your personal information. After seeing your personal information, there is no indication that the unauthorized individual who viewed your information made a copy of the document containing your personal information or wrote down your information.

Attached is a notice required under Massachusetts General Laws Chapter 93H that describes your right to place a security freeze on your credit reports free of charge and provides related information.

Additionally, DUA is offering you credit monitoring services for 24 months through Experian's IdentityWorks at no cost to you. Please see the additional information provided at the end of this letter. If you wish to enroll in these services, you will need to do so by **5:59 p.m. Central Time on April 29, 2025**, by visiting the Experian website (<https://www.experianidworks.com/3bplus>) and providing your activation code: [REDACTED]. You will also need to provide the following Engagement Number: [REDACTED]

DUA places the utmost importance on protecting the confidentiality and security of all personal information in its custody. Accordingly, DUA regrets this incident, and we apologize for any concern it may give you.

If you have any questions about this matter, please do not hesitate to call me at (617) 626-5085.

Sincerely,

/s/ John P. Bossé  
John P. Bossé  
Assistant Chief Counsel

## HOW TO ACTIVATE YOUR 24-MONTH EXPERIAN IDENTITYWORKS MEMBERSHIP:

To help protect your identity, the Massachusetts Department of Unemployment Assistance (DUA) is offering complimentary access to Experian IdentityWorks<sup>SM</sup> for 24 months.

If you believe there was fraudulent use of your information as a result of the unauthorized disclosure of your personal information and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent. If, after discussing your situation with an agent, it is determined that identity restoration support is needed, then an Experian Identity Restoration agent will be available to work with you to investigate and resolve each incident of fraud that occurred (including, as appropriate, helping you with contacting credit grantors to dispute charges and close accounts; assisting you in placing a freeze on your credit file with the three major credit bureaus; and assisting you with contacting government agencies to help restore your identity to its proper condition).

Please note that Identity Restoration is available to you for 24 months from the date of the letter from the Massachusetts Department of Unemployment Assistance notifying you of the unauthorized disclosure of your personal information and does not require any action on your part at this time. The Terms and Conditions for this offer are located at [www.ExperianIDWorks.com/restoration](http://www.ExperianIDWorks.com/restoration).

While identity restoration assistance is immediately available to you, we also encourage you to activate the fraud detection tools available through Experian IdentityWorks as a complimentary 24-month membership. This product provides you with superior identity detection and resolution of identity theft. To start monitoring your personal information, please follow the steps below:

- Ensure that you **enroll by 5:59 p.m. Central Time on April 29, 2025**. (Your code will not work after this date.)
- Visit the Experian IdentityWorks website to enroll:  
<https://www.experianidworks.com/3bplus>

▪ Provide your activation code: [REDACTED]

If you have questions about the product, need assistance with Identity Restoration that arose as a result of the unauthorized disclosure of your personal information or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at 1-877-890-9332 by 5:59 p.m. Central Time on April 29, 2025. Be prepared to provide engagement number [REDACTED] as proof of eligibility for the Identity Restoration services by Experian.

## ADDITIONAL DETAILS REGARDING YOUR 24-MONTH EXPERIAN IDENTITYWORKS MEMBERSHIP

A credit card is not required for enrollment in Experian IdentityWorks. You can contact Experian immediately regarding any fraud issues, and have access to the following features once you enroll in Experian IdentityWorks:

- **Experian credit report at signup:** See what information is associated with your credit file. Daily credit reports are available for online members only.\*
- **Credit Monitoring:** Actively monitors Experian, Equifax and Transunion files for indicators of fraud.
- **Internet Surveillance:** Technology searches the web, chat rooms & bulletin boards 24/7 to identify trading or selling of your personal information on the Dark Web.
- **Identity Restoration:** Identity Restoration specialists are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARE™:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **\$1 Million Identity Theft Insurance\*\*:** Provides coverage for certain costs and unauthorized electronic fund transfers.

\* Offline members will be eligible to call for additional reports quarterly after enrolling.

\*\* The Identity Theft Insurance is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.