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<<OEL>>

Postal Service: Please do not mark bar code  
Notice ID: <<VTEXT2>>



C/O <<VTEXT7>>  
<<NAME1>>  
<<ADDR3>>  
<<ADDR2>>  
<<ADDR1>>  
<<CSZ>>  
<<COUNTRY>>

<<PS\_CONNUM>> <<SEQNUM>>  
<<PS\_PALBRKF>>  
<<PS\_PALBRKL>>

DEV



October 24, 2024

**Subject: Notice of Data <<VTEXT4>>**

Dear <<NAME1>>,

We are writing to notify you about a cybersecurity incident experienced by Gándara Mental Health Center (“Gándara”) that may have involved your information. Please read this letter carefully as it contains details about the incident and resources you can utilize to protect your information, including instructions for en-rolling in complimentary credit monitoring and identity theft protection services.

Under Massachusetts law, if you are the victim of identity theft, you have the right to file a police report and obtain a copy of it.

Massachusetts law also allows consumers to place a security freeze on their credit reports. A security freeze prohibits a consumer reporting agency from releasing any information from a consumer’s credit report without written authorization. However, please be aware that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit, mortgages, employment, housing or other services. To place a security freeze on your credit report, you must send a written request to **each** of the three major consumer reporting agencies:

Equifax Security Freeze  
P.O. Box 105788  
Atlanta, GA 30348  
1-800-349-9960  
[www.equifax.com](http://www.equifax.com)

Experian Security Freeze  
P.O. Box 9554  
Allen, TX 75013  
1-888-397-3742  
[www.experian.com/freeze/center.html](http://www.experian.com/freeze/center.html)

TransUnion Security Freeze  
P.O. Box 2000  
Chester, PA 19016  
1-888-909-8872  
[www.transunion.com/credit-freeze](http://www.transunion.com/credit-freeze)

To request a security freeze, you will need to provide the following information:

1. Full name and any suffixes;
2. Social Security Number;
3. Date of birth;
4. If you have moved in the past five years, provide the addresses where you have lived over the prior five years;

5. Proof of current address such as a current utility bill or telephone bill;
6. A legible photocopy of a government issued identification card (state driver's license or ID card, military identification, etc.);
7. If you are a victim of identity theft, include a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft;

The consumer reporting agencies have three (3) business days after receiving your request to place a security freeze on your credit report. The credit bureaus must also send written confirmation to you within five (5) business days and provide you with a unique personal identification number (PIN) or password, or both that can be used by you to authorize the removal or lifting of the security freeze.

To lift the security freeze to allow a specific entity or individual access to your credit report, you must call or send a request to the consumer reporting agencies and include proper identification (name, address, and Social Security Number) and the PIN or password provided to you when you placed the security freeze as well as the identities of those entities or individuals you would like to receive your credit report or the specific period of time you want the credit report available. The consumer reporting agencies have three (3) business days after receiving your request to lift the security freeze for those identified entities or for the specified period of time.

To remove the security freeze, you must send a request to each of the three consumer reporting agencies and include proper identification (name, address, and Social Security Number) and the PIN or password provided to you when you placed the security freeze. The consumer reporting agencies have three (3) business days after receiving your request to remove the security freeze. No fee is required to be paid to any of the consumer reporting agencies to place, lift or remove a security freeze.

To determine whether any unauthorized credit was obtained with your information, you may obtain a copy of your credit report at [www.annualcreditreport.com](http://www.annualcreditreport.com) or 1-877-322-8228. You may also request information on how to place a fraud alert by contacting any of the above consumer reporting agencies. A fraud alert is intended to alert you if someone attempts to obtain credit in your name without your consent. It is recommended that you remain vigilant for any incidents of fraud or identity theft by reviewing credit card account statements and your credit report for unauthorized activity. You may also contact the Federal Trade Commission (FTC) to learn more about how to prevent identity theft:

FTC, Consumer Response Center  
600 Pennsylvania Ave., NW Washington D.C. 20590  
[www.ftc.gov/bcp/edu/microsites/idtheft](http://www.ftc.gov/bcp/edu/microsites/idtheft) 877-IDTHEFT (438-4338)

We are also offering you the opportunity to enroll in complimentary credit monitoring and identity theft protection services through Identity Defense – a data breach and recovery services expert. These services include: 24 months of credit and identity monitoring, a \$1,000,000 insurance reimbursement policy, and fully managed identity theft recovery services. To enroll, please visit [app.identitydefense.com/enrollment/activate/gandara](http://app.identitydefense.com/enrollment/activate/gandara) and provide the enrollment code at the top of this page. Please note that the deadline to enroll is January 22, 2025.

We encourage you to enroll in the complimentary credit protection services we are offering. With this protection, Identity Defense can help you resolve issues if your identity is compromised. If you have questions or need assistance, please contact 1-877-829-4296, Monday through Friday from 8:00 a.m. to 5:00 p.m. Central Time, excluding major U.S. holidays. Identity Defense representatives are fully versed on this incident and can help answer questions you may have regarding the protection of your information.

Sincerely,

**Gándara Mental Health Center**

933 East Columbus Avenue  
Springfield, MA 01105

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I To receive credit monitoring services, you must be over the age of 18 and have established credit in the U.S., have a Social Security number in your name, and have a U.S. residential address associated with your credit file.



<<NAME1>>  
Enter your Activation Code: <<MONITORCD>>  
Enrollment Deadline: <<VTEXT7>>  
Service Term: <<VTEXT5>>\*



## Identity Defense Complete

### Key Features

- 1-Bureau Credit Monitoring
- Monthly Credit Score and Tracker (VantageScore 3.0)
- Real-Time Authentication Alerts
- High-Risk Transaction Monitoring
- Address Change Monitoring
- Dark Web Monitoring
- Wallet Protection
- Security Freeze Assist
- \$1 Million Identity Theft Insurance\*\*

### Enrollment Instruction

To enroll in Identity Defense, visit <<VTEXT8>>

- 1. Enter your unique Activation Code <<VTEXT9>>**  
Enter your Activation Code and click 'Redeem Code'.
- 2. Create Your Account**  
Enter your email address, create your password, and click 'Create Account'.
- 3. Register**  
Enter your legal name, home address, phone number, date of birth, Social Security Number, and click 'Complete Account'.
- 4. Complete Activation**  
Click 'Continue to Dashboard' to finish enrolling.

**The deadline to enroll is <<VTEXT7>>. After <<VTEXT7>>, the enrollment process will close, and your Identity Defense code will no longer be active. If you do not enroll by <<VTEXT7>>, you will not be able to take advantage of Identity Defense, so please enroll before the deadline.**

If you need assistance with the enrollment process or have questions regarding Identity Defense, please call Identity Defense directly at 1.888.217.0379.

\*Service Term begins on the date of enrollment, provided that the enrollment takes place during the approved enrollment period.

\*\*Identity Theft Insurance is underwritten by insurance company subsidiaries or affiliates of American International Group, Inc. The description herein is a summary and intended for informational purposes only and does not include all terms, conditions, and exclusions of the policies described. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.