



P.O. Box 989728  
West Sacramento, CA 95798-9728

<<First Name>> <<Last Name>>  
<<Address1>>  
<<Address2>>  
<<City>>, <<State>> <<Zip>>  
<<Country>>

Enrollment Code: <<Enrollment>>  
To Enroll, Scan the QR Code Below:



Or Visit:  
<https://response.idx.us/forth>

November 8, 2024

### Notice of Data Security Incident

Dear <<First Name>> <<Last Name>>,

Set Forth, Inc. ("Forth") is writing to notify you about a data security incident that may have impacted a limited amount of your personal information. Forth provides cloud-based customer relationship management (CRM) solutions powered by the Set Forth platform. This platform allows businesses to collect and share consumer information, with their permission, between its users. From our review, it appears that your name, address, Social Security Number and/or date of birth may have been impacted.

While we are not aware of any misuse of your specific information, we have arranged for you to receive credit monitoring and identity protection services at no cost to you, as a precautionary measure. We are offering credit monitoring and identity theft protection services through IDX. IDX identity protection services include: 24 months of Credit and CyberScan monitoring, and identity theft restoration.

#### How to enroll in IDX:

Although we do not believe there is any risk that your specific information will be misused, we are offering identity theft protection services through IDX. Representatives are available for 90 days from the date of this letter, to assist you with questions regarding this incident, between the hours of 9:00 am to 9:00 pm Eastern time, Monday through Friday. Please call the help line 1-877-210-5107 and supply the fraud specialist with your unique code listed above. To extend these services, enrollment in the monitoring services described below is required.

Additionally, we are offering you, your spouse, co-applicant, or dependent with access to **Single Bureau Credit Monitoring\*** services at no charge. These services provide you with alerts for 24 months from the date of enrollment when changes occur to your Experian credit file. With this protection, IDX will help you resolve issues if your identity is compromised.

To enroll in Credit Monitoring\* services at no charge, please scan the QR code above or go to <https://response.idx.us/forth> and follow the instructions provided. When prompted please provide the following enrollment code to receive services: <<Enrollment>>. 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 deadline is February 8, 2025.

Under Massachusetts law, you have the right to obtain any police report filed in regard to this incident. If you are the victim of identity theft, you also 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 and, as of September 21,

2018, placing a freeze on your credit report is now free for all United States citizens. A security freeze prohibits a credit 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. Under federal law, you cannot be charged to place, lift, or remove a security freeze.

To place a security freeze on your credit report, consumers must contact each of the three major consumer credit reporting agencies. Each have a dedicated web page for security freezes and fraud alerts:

Equifax: <https://www.equifax.com/personal/credit-report-services/>

Experian: <https://www.experian.com/freeze/center.html>

TransUnion: <https://www.transunion.com/credit-freeze>

To request a security freeze by phone or mail, contact each of the three major consumer reporting agencies:

Equifax ([www.equifax.com](http://www.equifax.com)); Experian ([www.experian.com](http://www.experian.com)) and TransUnion ([www.transunion.com](http://www.transunion.com)) by regular, certified or overnight mail at the addresses below:

**Equifax**  
P.O. Box 105788  
Atlanta, GA 30348-5788  
1-800-685-1111  
[www.equifax.com/personal/credit-report-services](http://www.equifax.com/personal/credit-report-services)

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

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

If a request is made online or by phone, then the credit reporting agency must put the freeze in place no later than the next business day. In order to request a security freeze, you may need to provide the following information:

1. Your full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security number;
3. Date of birth;
4. The addresses where you have lived over the prior five years;
5. Proof of current address, such as a current utility bill, telephone bill, rental agreement, or deed;
6. A legible photocopy of a government issued identification card (state driver's license or ID card, etc.);
7. Social Security Card, pay stub, or W2;
8. 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.

If the request is made online or by phone, a credit bureau must lift a freeze within one (1) hour. If the request is made by mail, the credit 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 in order to allow a specific entity or individual access to your credit report, you must go to the website provided above, call the toll-free number, or send a written request to the credit reporting agencies by mail. You will need proper identification (name, address, date of birth and social security number). Depending on the method you use, a PIN or password provided to you when you placed the security freeze may be required as well. You may also need to identify the entities or individuals you would like to receive your credit report or the specific period of time you want the credit report available.

To remove the security freeze, you must go to the websites provided above, call the toll-free number, or send a written request to each of the three credit bureaus by mail. You will need proper identification (name, address, date of birth and social security number). Depending on the credit reporting agency and method you used to freeze your credit, a PIN or password provided to you when you placed the security freeze may be required or requested.

Additionally, if you know or suspect you are a victim of tax-related identity theft, the IRS recommends the following steps:

- Respond immediately to any IRS written notice. **The IRS will not contact you via phone.**
- If you received a Letter 4883C or 6330C from the IRS indicating that they received a suspicious tax return with your name on it, you should follow the instructions on that letter to verify your identity with the IRS. Once you verify your identity, you can advise the IRS that you did not file the suspicious tax return. Additionally, you may be asked to file a paper return for the current filing season.
- If you believe you may be a victim of tax fraud but have not received a Letter 4883C or 6330C from the IRS, you should fill out and submit IRS Form 14039, which is available at [IRS.gov](https://www.irs.gov). We can provide you with a copy of that form and assist you with filling it out if you would like.

If you previously contacted the IRS and did not have a resolution, contact the IRS for specialized assistance at 1-800-908-4490. The IRS has teams available to assist. You should also visit <https://www.irs.gov/individuals/how-irs-id-theft-victim-assistance-works> for more information.

You may also want to consider contacting the IRS to obtain an E-File Pin to ensure your tax information is secure when filing next year. This information can be obtained online at the following link: <https://www.irs.gov/identity-theft-fraud-scams/get-an-identity-protection-pin>. This online resource is the fastest way to obtain an E-File Pin, but you can also call 844-545-5640 for more information.

**If you have questions about this incident:**

Please go to <https://response.idx.us/forth> or call 1-877-210-5107 Monday through Friday from 9am – 9pm Eastern Time for assistance or for any additional questions you may have. Your trust is our top priority and we deeply regret any inconvenience or concern this matter may cause you.

Sincerely,

Set Forth, Inc.