

# Vinfen

Transforming lives together

November 3, 2024

**VIA FEDERAL EXPRESS**

Dear Vinfen Client:

We are sending this letter to you as part of Vinfen's commitment to client privacy. We are notifying you that a breach of privacy of your personal information and private health information was discovered on September 4, 2024. We take client privacy very seriously, and it is important to us that you are made fully aware of a potential privacy issue.

On September 4, 2024, we learned that a Vinfen employee's car had been broken into on September 3, 2024 and their work bag stolen, which included member enrollment documents belonging to you. These documents included your first and last name, date of birth, address, phone number, and the last four digits of your social security number. We do not believe these documents were ever reproduced, accessed or used by an unauthorized individual other than the individual who took the documents. Since discovering this incident, Vinfen has taken several corrective actions, including but not limited to, filing a police report related to this matter.

Vinfen is keenly aware of how important your personal information is to you. As a measure of added security, we are offering you 18 months of credit monitoring and reporting services at no cost to you. This service is performed through an organization that watches for and reports to you unusual credit activity, such as creating new accounts in your name. It can also request that the three credit bureaus place a "Fraud Alert" on your credit report. If you would like to receive this service, please respond to me at the phone number below by December 3, 2024.

We strongly encourage you to review your credit statements and financial accounts for unexplained activity as often as possible.

Massachusetts law also allows consumers to place a security freeze on their credit reports at no cost. 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.

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

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 ([www.equifax.com](http://www.equifax.com)); Experian



950 Cambridge Street  
Cambridge, MA 02141



Phone: 617-441-1800  
Toll Free: 877-284-6336



Fax: 617-441-



[www.vinfen.org](http://www.vinfen.org)

([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 Security Freeze  
P.O. Box 105788  
Atlanta, GA. 30348

Experian Security Freeze  
P.O. Box 9554  
Allen, TX 75013

Trans Union Security Freeze  
Fraud Victim Assistance Department  
P.O. Box 6790  
Fullerton, CA 92834

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

1. Your full name (including your middle initial as well as Jr., Sr., II, III, etc);
2. Social security number;
3. Date of birth;
4. If you moved in the past (5) years, provide the addresses where you lived over the prior five years;
5. Proof of current address such as 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 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 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 a security freeze in order to allow a specific entity or individual access to your credit report, you must call or send a written request to the credit reporting agencies by mail and include proper identification) name, address, and social security number) **and** the PIN number 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 credit reporting agencies have (3) business days after receiving your request to lift the security freeze for those identified entities or for the specified period of time.



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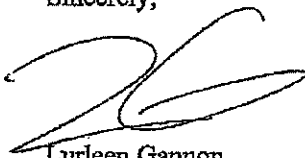
[www.vinfen.org](http://www.vinfen.org)

To remove a security freeze, you must send a written request to each of the three credit bureaus by mail and include proper identification (name, address, and social security number), and the PIN number or password provided to you when you placed the security freeze. The credit bureaus have three (3) business days after receiving your request to remove the security freeze.

Vinfen is keenly aware of how important your personal information is to you. We sincerely apologize and regret that this situation has occurred. Vinfen is committed to providing quality care, including protecting your personal information, and wants to assure you that it is committed to continued vigilance, training and enforcement of its policies and procedures in place to protect your privacy.

If you would like to take advantage of the free credit monitoring service, or if you have any questions, please do not hesitate to contact me at 617-441-1820.

Sincerely,



Lurleen Gannon  
Chief Legal Officer  
Compliance Officer

cc: Katie Hakey, Director of Service



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