



&lt;&lt;MemberFirstName&gt;&gt;&lt;&lt;MemberLastName&gt;&gt;

&lt;&lt;Date&gt;&gt;

&lt;&lt;Address1&gt;&gt;

&lt;&lt;Address2&gt;&gt;

&lt;&lt;City&gt;&gt;, &lt;&lt;State&gt;&gt; &lt;&lt;Zip Code&gt;&gt;

## NOTICE OF DATA BREACH

Dear &lt;&lt;MemberFirstName&gt;&gt;&lt;&lt;MemberLastName&gt;&gt;,

We at Family Independence, Inc. ("Family Independence") are writing to inform you of a recent security incident that we experienced that may have exposed your personal information. This notice is sent pursuant to M.G.L. c. 93H, § 3.

### What Happened?

In June 2025, Family Independence learned of a cyberattack against its systems and engaged an outside cybersecurity consultant to investigate the cause and scope of this security incident. After a thorough forensics investigation, Family Independence learned that the attacker gained access to Family Independence's systems, likely during an approximately one-week period in May 2025.

### What Information Was Involved?

Now that the investigation has concluded, Family Independence has determined that the attacker may have had the ability to access your personal information through a compromised email account. **Your following personal information may have been exposed: first and last name, Social Security Number, driver's license number, financial account number, and/or credit or debit card number.** Out of an abundance of caution, we are notifying you so that you can take measures to monitor your personal information.

### What Are We Doing?

Family Independence has taken steps to fully understand the scope of the security incident and what information may have been accessed. We take the protection of your personal information seriously and are contacting you directly to explain what occurred and the resources available to you.

To help relieve concerns and restore confidence following this incident, we have secured the services of Kroll to provide identity monitoring at no cost to you for 18 months. Kroll is a global leader in risk mitigation and response, and their team has extensive experience helping people who have sustained an unintentional exposure of confidential data. Your identity monitoring services include Credit Monitoring, Fraud Consultation, and Identity Theft Restoration.

### How to Activate Your Identity Monitoring Services

1. You must activate your identity monitoring services by <<Activation Deadline>>. Your Activation Code will not work after this date.
2. Visit [Enroll.krollmonitoring.com/redeem](https://enroll.krollmonitoring.com/redeem) to activate your identity monitoring services.
3. Provide Your Activation Code: <<Activation Code>> and Your Verification ID: <<Verification ID>>

Additional information describing your services is included in the “Additional Resources” section of this letter.

### What You Can Do

Please review the enclosed “Additional Resources” section included with this letter. This section describes additional steps you can take to help protect yourself, including recommendations by the Federal Trade Commission regarding identity theft protection and details on how to place a fraud alert or a security freeze, free of charge, on your credit file.

### For More Information

If you have any further questions regarding this incident, please contact Family Independence at [info@fsgb.org](mailto:info@fsgb.org).

Sincerely,



France A. Neff  
President & CEO  
Family Independence, Inc.  
11 Mount Pleasant Avenue, #103  
Roxbury, MA 02119-3377

## **ADDITIONAL RESOURCES**

### **Contact information for the three nationwide credit reporting agencies:**

**Equifax**, PO Box 740241, Atlanta, GA 30374, [www.equifax.com](http://www.equifax.com), 1-800-685-1111

**Experian**, PO Box 2104, Allen, TX 75013, [www.experian.com](http://www.experian.com), 1-888-397-3742

**TransUnion**, PO Box 2000, Chester, PA 19016, [www.transunion.com](http://www.transunion.com), 1-800-888-4213

**Free Credit Report.** It is recommended that you remain vigilant by reviewing account statements and monitoring your credit report for unauthorized activity, especially activity that may indicate fraud and identity theft. You may obtain a copy of your credit report, free of charge, once every 12 months from each of the three nationwide credit reporting agencies.

To order your annual free credit report, please visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call toll free at 1-877-322-8228.

You can also order your annual free credit report by mailing a completed Annual Credit Report Request Form (available from the U.S. Federal Trade Commission's ("FTC") website at [www.consumer.ftc.gov](http://www.consumer.ftc.gov)) to:

Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281.

**For Colorado, Georgia, Maine, Maryland, Massachusetts, New Jersey, Puerto Rico, and Vermont residents:** You may obtain one or more (depending on the state) additional copies of your credit report, free of charge. You must contact each of the credit reporting agencies directly to obtain such additional report(s).

**Fraud Alerts.** There are two types of fraud alerts you can place on your credit report to put your creditors on notice that you may be a victim of fraud—an initial alert and an extended alert. You may ask that an initial fraud alert be placed on your credit report if you suspect you have been, or are about to be, a victim of identity theft. An initial fraud alert stays on your credit report for at least one year. You may have an extended alert placed on your credit report if you have already been a victim of identity theft and you have the appropriate documentary proof. An extended fraud alert stays on your credit report for seven years. You can place a fraud alert on your credit report by contacting any of the three national credit reporting agencies.

**Security Freeze.** You have the ability to place a security freeze, also known as a credit freeze, on your credit report free of charge.

A security freeze is intended to prevent credit, loans and services from being approved in your name without your consent. To place a security freeze on your credit report, you may use an online process, an automated telephone line, or submit a written request to any of the three credit reporting agencies listed above. The following information must be included when requesting a security freeze (note that, if you are requesting a credit report for your spouse, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past 5 years; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. The request must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, and display your name, current mailing address, and the date of issue.

**Federal Trade Commission and State Attorneys General Offices.** If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should immediately contact the Federal Trade Commission and/or the Attorney General's office in your home state. You may also contact these agencies for information on how to prevent or minimize the risks of identity theft.

You may contact the **Federal Trade Commission**, Consumer Response Center, 600 Pennsylvania Avenue,

NW, Washington, DC 20580, [www.ftc.gov/bcp/edu/microsites/idtheft/](http://www.ftc.gov/bcp/edu/microsites/idtheft/), 1-877-IDTHEFT (438-4338).

**For Maryland residents:** You may contact the Maryland Office of the Attorney General, Consumer Protection Division, 200 St. Paul Place, Baltimore, MD 21202, <https://www.marylandattorneygeneral.gov/>, 1-888-743-0023.

**For North Carolina residents:** You may contact the North Carolina Office of the Attorney General, Consumer Protection Division, 9001 Mail Service Center, Raleigh, NC 27699-9001, [www.ncdoj.gov](http://www.ncdoj.gov), 1-877-566-7226.

**For New York residents:** The Attorney General may be contacted at: Office of the Attorney General, The Capitol, Albany, NY 12224-0341; 1-800-771-7755; <https://ag.ny.gov/>.

**For Connecticut residents:** You may contact the Connecticut Office of the Attorney General, 165 Capitol Avenue, Hartford, CT 06106, 1-860-808-5318, [www.ct.gov/ag](http://www.ct.gov/ag).

**For Massachusetts residents:** You may contact the Office of the Massachusetts Attorney General, 1 Ashburton Place, Boston, MA 02108, 1-617-727-8400, [www.mass.gov/ago/contact-us.html](http://www.mass.gov/ago/contact-us.html)

#### **Reporting of identity theft and obtaining a police report.**

**For Iowa residents:** You are advised to report any suspected identity theft to law enforcement or to the Iowa Attorney General.

**For Massachusetts residents:** You have the right to obtain a police report if you are a victim of identity theft.

**For Oregon residents:** You are advised to report any suspected identity theft to law enforcement, the Federal Trade Commission, and the Oregon Attorney General.



### **Take Advantage Of Your Identity Monitoring Services**

You've been provided with access to the following services from Kroll:

#### **Single Bureau Credit Monitoring**

You will receive alerts when there are changes to your credit data—for instance, when a new line of credit is applied for in your name. If you do not recognize the activity, you'll have the option to call a Kroll fraud specialist, who can help you determine if it's an indicator of identity theft. To receive credit 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.

#### **Fraud Consultation**

You have unlimited access to consultation with a Kroll fraud specialist. Support includes showing you the most effective ways to protect your identity, explaining your rights and protections under the law, assistance with fraud alerts, and interpreting how personal information is accessed and used, including investigating suspicious activity that could be tied to an identity theft event.



Parent(s)/Guardian(s) of <<MemberFirstName>><<MemberLastName>> <<Date>>  
 <<Address1>>  
 <<Address2>>  
 <<City>>, <<State>> <<Zip Code>>

## NOTICE OF DATA BREACH

To the Parent(s)/Guardian(s) of <<MemberFirstName>><<MemberLastName>>,

We at Family Independence, Inc. ("Family Independence") are writing to inform you of a recent security incident that we experienced that may have exposed your child's personal information. This notice is sent pursuant to M.G.L. c. 93H, § 3.

### What Happened?

In June 2025, Family Independence learned of a cyberattack against its systems and engaged an outside cybersecurity consultant to investigate the cause and scope of this security incident. After a thorough forensics investigation, Family Independence learned that the attacker gained access to Family Independence's systems, likely during an approximately one-week period in May 2025.

### What Information Was Involved?

Now that the investigation has concluded, Family Independence has determined that the attacker may have had the ability to access your child's personal information through a compromised email account. **Your child's Social Security number may have been exposed.** Out of an abundance of caution, we are notifying you so that you can take measures to monitor your child's personal information.

### What Are We Doing?

Family Independence has taken steps to fully understand the scope of the security incident and what information may have been accessed. We take the protection of your child's personal information seriously and are contacting you directly to explain what occurred and the resources available to you.

To help relieve concerns and restore confidence following this incident, we have secured the services of Kroll to provide identity monitoring at no cost to you or your child for 18 months. Kroll is a global leader in risk mitigation and response, and their team has extensive experience helping people who have sustained an unintentional exposure of confidential data. Your identity monitoring services include Minor Identity Monitoring, Fraud Consultation, and Identity Theft Restoration.

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Sincerely,



France A. Neff  
President & CEO  
Family Independence, Inc.  
11 Mount Pleasant Avenue, #103  
Roxbury, MA 02119-3377

## **Identity Theft Restoration**

If you become a victim of identity theft, an experienced Kroll licensed investigator will work on your behalf to resolve related issues. You will have access to a dedicated investigator who understands your issues and will do most of the work for you. Your investigator can dig deep to uncover all aspects of the identity theft, and then work to resolve it.

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**Federal Trade Commission and State Attorneys General Offices.** If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should immediately contact the Federal Trade Commission and/or the Attorney General's office in your home state. You may also contact these agencies for information on how to prevent or minimize the risks of identity theft.

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**For Oregon residents:** You are advised to report any suspected identity theft to law enforcement, the Federal Trade Commission, and the Oregon Attorney General.



### **Take Advantage Of Your Identity Monitoring Services**

You've been provided with access to the following services from Kroll:

#### **Minor Identity Monitoring**

Minor Identity Monitoring detects when names, addresses, and credit information are associated with your/your child's Social Security number. An alert will be sent when activity is detected. The presence of a credit file may be an indicator of identity theft or fraud for children who, as minors, should not have a credit history.

#### **Fraud Consultation**

You have unlimited access to consultation with a Kroll fraud specialist. Support includes showing you the most effective ways to protect your child's identity, explaining your rights and protections under the law, assistance with fraud alerts, and interpreting how personal information is accessed and used, including investigating suspicious activity that could be tied to an identity theft event.

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