# **EXHIBIT A**



Secure Processing Center 25 Route 111, P.O. Box 1048 Smithtown, NY 11787

#### Postal Endorsement Line

<<Full Name>>
<<Address 1>>
<<Address 2>>
<<Address 3>>
<<City>>, <<State>> <<Zip>>
<<Country>>
\*\*\*Postal IMB Barcode

<<Date>>

#### NOTICE OF <<VARIABLE DATA 3>>

## Dear <<Full Name>>:

Behavioral Health Resources ("BHR") writes to inform you of an event that may involve some of your information. Although we have received no indication of identity theft or fraud as a result of the event, this notice provides information about the event, our response, and resources available to help you help protect your information from possible misuse, should you feel it is necessary to do so.

There is no evidence that your information was actually viewed or taken as a result of the event. Nonetheless, our investigation determined that your name, and <<Breached Elements>><<Variable Data 1>> were accessible.

Due to the requirements of Massachusetts law, we are not able to provide further details about the nature of the event in this letter. However, you may obtain additional information by calling the dedicated assistance line number included below.

## **Enroll in Monitoring Services**



## Equifax Credit Watch™ Gold

\*Note: You must be over age 18 with a credit file to take advantage of the product

## **Key Features**

- Credit monitoring with email notifications of key changes to your Equifax credit report
- Daily access to your Equifax credit report
- WebScan notifications<sup>1</sup> when your personal information, such as Social Security Number, credit/debit card or bank account numbers are found on fraudulent Internet trading sites
- Automatic fraud alerts<sup>2</sup>, which encourages potential lenders to take extra steps to verify your identity before extending credit, plus blocked inquiry alerts and Equifax credit report lock<sup>3</sup>
- Identity Restoration to help restore your identity should you become a victim of identity theft, and a dedicated Identity Restoration Specialist to work on your behalf
- Up to \$1,000,000 of identity theft insurance coverage for certain out of pocket expenses resulting from identity theft<sup>4</sup>

## **Enrollment Instructions**

## Go to www.equifax.com/activate

Enter your unique Activation Code of <<ACTIVATION CODE>> then click "Submit" and follow these 4 steps:

### 1. Register:

Complete the form with your contact information and click "Continue".

If you already have a myEquifax account, click the 'Sign in here' link under the "Let's get started" header.

Once you have successfully signed in, you will skip to the Checkout Page in Step 4

## 2. Create Account:

Enter your email address, create a password, and accept the terms of use.

## 3. Verify Identity:

To enroll in your product, we will ask you to complete our identity verification process.

## 4. Checkout:

Upon successful verification of your identity, you will see the Checkout Page.

Click 'Sign Me Up' to finish enrolling.

## You're done!

The confirmation page shows your completed enrollment.

Click "View My Product" to access the product features.

WebScan searches for your Social Security Number, up to 5 passport numbers, up to 6 bank account numbers, up to 6 credit/debit card numbers, up to 6 email addresses, and up to 10 medical ID numbers. WebScan searches thousands of Internet sites where consumers' personal information is suspected of being bought and sold, and regularly adds new sites to the list of those it searches. However, the Internet addresses of these suspected Internet trading sites are not published and frequently change, so there is no guarantee that we are able to locate and search every possible Internet site where consumers' personal information is at risk of being traded. <sup>2</sup>The Automatic Fraud Alert feature is made available to consumers by Equifax Information Services LLC and fulfilled on its behalf by Equifax Consumer Services LLC. <sup>3</sup>Locking your Equifax credit report will prevent access to it by certain third parties. Locking your Equifax credit report will not prevent access to your credit report at any other credit reporting agency. Entities that may still have access to your Equifax credit report include: companies like Equifax Global Consumer Solutions, which provide you with access to your credit report or credit score, upon your request; federal, state and local government agencies and courts in certain circumstances; companies that provide you with a copy of your credit report or credit score, upon your request; federal, state and local government agencies and courts in certain circumstances; companies using the information in connection with the underwriting of insurance, or for employment, tenant or background screening purposes; companies that have a current account or relationship with you, and collection agencies acting on behalf of those whom you owe; companies that authenticate a consumer's identity for purposes other than granting credit, or for investigating or preventing actual or potential fraud; and companies that wish to make pre-approved offers of credit or insurance to you. To opt out of such pre-approved of

## **Monitor Your Accounts**

Under U.S. law, a consumer is entitled to one free credit report annually from each of the three major credit reporting bureaus, Equifax, Experian, and TransUnion. To order a free credit report, visit <a href="www.annualcreditreport.com">www.annualcreditreport.com</a> or call, toll-free, 1-877-322-8228. Consumers may also directly contact the three major credit reporting bureaus listed below to request a free copy of their credit report.

Consumers have the right to place an initial or extended "fraud alert" on a credit file at no cost. An initial fraud alert is a 1-year alert that is placed on a consumer's credit file. Upon seeing a fraud alert display on a consumer's credit file, a business is required to take steps to verify the consumer's identity before extending new credit. If consumers are the victim of identity theft, they are entitled to an extended fraud alert, which is a fraud alert lasting seven years. Should consumers wish to place a fraud alert, please contact any of the three major credit reporting bureaus listed below.

As an alternative to a fraud alert, consumers have the right to place a "credit freeze" on a credit report, which will prohibit a credit bureau from releasing information in the credit report without the consumer's express authorization. The credit freeze is designed to prevent credit, loans, and services from being approved in a consumer's name without consent. However, consumers should be aware that using a credit freeze to take control over who gets access to the personal and financial information in their credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application they make regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, consumers cannot be charged to place or lift a credit freeze on their credit report. To request a credit freeze, individuals may need to provide some or all of the following information:

- 1. Full name (including middle initial as well as Jr., Sr., II, III, etc.);
- 2. Social Security number;
- 3. Date of birth;

- 4. Addresses for the prior two to 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, etc.); and
- 7. A copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft if they are a victim of identity theft.

Should consumers wish to place a credit freeze or fraud alert, please contact the three major credit reporting bureaus listed below:

| Equifax                                  | Experian                       | TransUnion                       |
|--|--------------------------------|----------------------------------|
| https://www.equifax.com/personal/credit- |                                | https://www.transunion.com/data- |
| report-services/                         | https://www.experian.com/help/ | <u>breach-help</u>               |
| 1-888-298-0045                           | 1-888-397-3742                 | 1-833-799-5355                   |
| Equifax Fraud Alert, P.O. Box 105069     | Experian Fraud Alert, P.O. Box | TransUnion, P.O. Box 2000,       |
| Atlanta, GA 30348-5069                   | 9554, Allen, TX 75013          | Chester, PA 19016                |
| Equifax Credit Freeze, P.O. Box 105788   | Experian Credit Freeze, P.O.   | TransUnion, P.O. Box 160,        |
| Atlanta, GA 30348-5788                   | Box 9554, Allen, TX 75013      | Woodlyn, PA 19094                |

Under Massachusetts law, you have the right to obtain any police report filed in regard to this event. If you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it.

You may further educate yourself regarding identity theft, fraud alerts, credit freezes, and the steps you can take to protect your personal information by contacting the consumer reporting bureaus, the Federal Trade Commission, or your state Attorney General. The Federal Trade Commission may be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580; <a href="www.identitytheft.gov">www.identitytheft.gov</a>; 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. You can obtain further information on how to file such a complaint by way of the contact information listed above. You have the right to file a police report if you ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, you will likely need to provide some proof that you have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement and your state Attorney General. This notice has not been delayed by law enforcement.

We understand you may have questions about this event that are not addressed in this letter. To ensure your questions are answered in a timely manner, please call our toll-free assistance line at 855-549-2726, Monday through Friday from 9:00 a.m.- 9:00 p.m. Eastern Time, excluding major U.S. holidays. You may also write to BHR at 3857 Martin Way E. Olympia, WA 98506.

Sincerely,

Behavioral Health Resources