

EXHIBIT A

TOWN OF WILBRAHAM
240 Springfield Street
Wilbraham, Massachusetts 01095

SELECT BOARD
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TOWN ADMINISTRATOR
Nick Breault
Phone: (413) 596-2800
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June 24, 2026

FIRST NAME LAST NAME
STREET ADDRESS
CITY/TOWN STATE ZIP

RE: Security Breach Notice Pursuant to MGL c. 93H

Dear FIRST NAME LAST NAME:

The Town of Wilbraham Office of the Assessor ("Wilbraham") and the Massachusetts Department of Transportation's Registry of Motor Vehicles ("RMV") value and respect the privacy of your information. We want to inform you of a recent incident in which a former Wilbraham employee obtained unauthorized access to the RMV's data system and RMV customers information, including your information.

Information that may have been accessed includes name, photos, addresses, license number, license suspension status, vehicle registration, vehicle ownership history, nonrenewal tickets, interlock ignition device information (where applicable), vehicle title status and excise tax status on vehicles.

It is important to note that we are not aware of any misuse of your information, and we have no reason to believe that social security numbers were involved in this incident. However, we wanted to notify you of the incident out of an abundance of caution.

Wilbraham and the RMV consider the protection and security of your personal information to be one of their highest priorities and regret any inconvenience that this incident may have caused you.

If you would like to obtain a free replacement driver's license or ID card with a new state assigned (SA) number, which will also result in a free replacement professional license if applicable, please contact RMV93H@dot.state.ma.us and be sure to include your name, preferred contact information, and that you are seeking a new license or ID card number.

You are not responsible for any fees related to a free replacement driver's license or ID card and professional license with a new state assigned (SA) number.

In addition, the Town is offering all affected individuals one year of free credit monitoring services through Aura. Details on how to activate the free identity monitoring services are below:

- Visit <https://aura.com/activate> to activate and take advantage of your identity monitoring services.
- Enter your unique activation code: *****_*****_*****
- Follow the on-screen instructions to create your account.
- Set up protection from your Aura dashboard.
- For questions or help with set up, please call Aura at: 833-552-2123.
- You have until June 17, 2027 to activate your identity monitoring services.

Under Massachusetts law, you have the right to obtain any police report filed in regard to this incident. The police report has not yet been filed, but will be once the Wilbraham Police Department has contacted affected individuals and completes its investigation. 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 also place a security freeze on your credit reports, free of charge. 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.

You must place your request for a freeze with each of the three (3) major consumer reporting agencies: Equifax (www.equifax.com); Experian (www.experian.com); and TransUnion (www.transunion.com). To place a security freeze on your credit report, you may send a written request by regular, certified, or overnight mail to the addresses below. You may also place a security freeze through each of the consumer reporting agencies' websites or over the phone, using the contact information below:

Equifax Security Freeze
P.O. Box 105788
Atlanta, GA 30348
1-888-298-0045
<https://www.equifax.com/personal/credit-report-services/>

Experian Security Freeze
P.O. Box 9554
Allen, TX 75013
1-888-397-3742
<https://www.experian.com/freeze/center.html>

TransUnion Security Freeze
P.O. Box 160
Woodlyn, PA 19094
1-888-909-8872
<https://www.transunion.com/credit-freeze>

In order to request a security freeze, you will need to provide some or all of the following information to the credit reporting agency, depending on whether you do so online, by phone, or by mail:

1. Your full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security Number;
3. Date of birth;
4. If you have moved in the past five (5) years, the addresses where you have lived over the prior five (5) 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, military identification, 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.

The credit reporting agencies have up to three (3) business days after receiving your request to place a security freeze on your credit report, based upon the method of your request. The credit bureaus must also send written confirmation to you and should provide you with a unique personal identification number (PIN) or password (or both) that can be used by you to temporarily lift or remove the security freeze. It is important to maintain this PIN/password in a secure place, as you may need it to lift or remove the security freeze.

To lift the security freeze to allow a specific entity or individual access to your credit report, you must make a request to each of the credit reporting agencies by mail, through their website, or by phone (using the contact information above). You must provide proper identification (including name, address, and social security number) and may be required to provide 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. You may also temporarily lift a security freeze for a specified period of time rather than for a specific entity or individual, using the same contact information above. The credit bureaus have between one (1) hour (for requests made online or by telephone) and three (3) business days (for requests made by mail) 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 entirely, you must make a request to each of the credit reporting agencies by mail, through their website, or by phone (using the contact information above). You must provide proper identification (name, address, and social security number) and may be required to provide the PIN number or password provided to you when you placed the security freeze. The credit bureaus have between one (1) hour (for requests made online or by telephone) and three (3) business days (for requests made by mail) after receiving your request to remove the security freeze.

We apologize for any inconvenience or concern that this matter may cause you. If you have any questions, please contact me at nbreault@wilbraham-ma.gov or (413) 596-2800.

Sincerely,



Nick Breault, Town Administrator
Town of Wilbraham