Town of Auburn, Massachusetts

Dori A. Vecchio
Town Manager

August 10, 2026

[redacted]

I am writing to notify you that a breach of your personal information occurred on January 14, 2026. Your personal check was mistakenly posted in the backup information provided to the Zoning Board of Appeals and posted on the Town of Auburn website. The information included in the breach were your name and address, your bank account number and your bank routing number.

First and foremost, I would like to sincerely apologize for this incident. I am very sorry for the fear and concern this incident has created. The employee who made the mistake is no longer working for the town but we will ensure proper training for all current employees who handle personal or business checks. This breach could have been easily avoided if the employee had proper training and for that again, I sincerely apologize.

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.

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 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 at 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

1-800-349-9960

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 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 one (1) 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 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. It is important to maintain this PIN/password in a secure place, as you will need it to lift or remove the security freeze.

To lift the security freeze in order 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 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) and three (3) business days (for request 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, 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 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) and three (3) business days (for requests made by mail) after receiving your request to remove the security freeze.

Credit Monitoring: The law requires free credit monitoring if the breach involves a social security number. This breach did not involve a social security number but did involve your bank account number and bank routing number.

Recommended you may wish to take:

- Contact your bank immediately.
- Call the fraud/security department on the back of your debit card or the official number on your bank's website.
- Inform them that your bank account and routing number have been compromised.
- Request a fraud alert/security hold on your account.
- Ask them to freeze or lock the account to stop further transactions.
- Request a review of transactions for unauthorized activity.
- If possible, ask to close the account and open a new one.

The Town of Auburn has reported this data breach covered by the Breach Notification Law to the Attorney General's office, and the Office of Consumer Affairs and Business Regulation.

Again, I sincerely apologize for the inconvenience this has called. The breach of your bank account information is not acceptable and we will ensure systems are in place to prevent this in the future. If you would like to talk about this more, I would be happy to meet with you. Again, my sincerest apologies.

Sincerely,

Dori A. Vecchio

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