[redacted]

[redacted]

[redacted]

August 28, 2026

IMPORTANT INFORMATION PLEASE REVIEW CAREFULLY

Dear [redacted]:

The privacy and security of the personal information we maintain is of the utmost importance to us. We are writing to provide you with information regarding a recent incident that involved your personal information. Please read this notice carefully, as it provides information about the incident, the complimentary identity monitoring services we are making available to you, and precautionary measures you can take to protect your information.

On July 23, 2026, a City of Keene employee sent an email with an attachment to a limited number of individuals. The email inadvertently included an incorrect document, which contained your name and Social Security number. Upon learning of the error, we promptly recalled the message, launched an investigation, and requested that the unintended recipients delete the document.

We want to make you aware of the incident and provide information about the precautionary measures available to you. We remain fully committed to maintaining the privacy of personal information entrusted to our care. We regularly review our practices and internal controls to enhance the security and privacy of your personal information, and have strengthened our safeguards to prevent such inadvertent disclosure in the future.

To date, we are not aware of any evidence that your information has been used to commit financial fraud or identity theft. Nevertheless, out of an abundance of caution, we want to make you aware of the incident and provide complimentary identity monitoring services with Kroll for 24 months. Kroll's services include Credit monitoring, Fraud Consultation, and Identity Theft Restoration. This letter provides more information about the complimentary services, enrollment instructions, and other precautionary measures you can take to protect your personal information, including placing a Fraud Alert and Security Freeze on your credit files, and obtaining a free credit report. Additionally, you should always remain vigilant in reviewing your financial account statements and credit reports for fraudulent or irregular activity on a regular basis.

If you have questions, please contact [redacted] via email at [redacted] or by phone at [redacted] during normal business hours. We have taken this matter very seriously and apologize for any inconvenience or concern this may cause.

Sincerely,

City of Keene, New Hampshire
3 Washington Street
Keene, NH, 03431

– OTHER IMPORTANT INFORMATION –

1. Kroll Identity Monitoring Services.

The complimentary services include Credit Monitoring, Fraud Consultation, and Identity Theft Restoration. For more information about Kroll and your Identity Monitoring services, you can visit info.krollmonitoring.com.

To enroll, visit **https://enroll.krollmonitoring.com** or scan the QR code to activate the identity monitoring services. When prompted, provide the following unique ID: [redacted] You have until [redacted] to activate the services.

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 will be able to help you determine if it is 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, assisting 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.

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 can do most of the work for you. Your investigator will be able to dig deep to uncover the scope of the identity theft and then work to resolve it.

2. Placing a Fraud Alert.

We recommend that you place a one-year "Fraud Alert" on your credit files, at no charge. A fraud alert tells creditors to take reasonable steps to verify your identity before they open any new accounts. To place a fraud alert, call any one of the three major credit bureaus at the numbers listed below. Once one credit bureau confirms your fraud alert, it is required to notify the others.

Equifax
Equifax Information Services LLC
P.O. Box 105069, Atlanta, GA 30348
www.equifax.com/personal/credit-report-services/credit-fraud-alerts/
1-888-EQUIFAX (1-888-378-4329)

Experian
P.O. Box 9532, Allen, TX 75013
www.experian.com/fraud
1-888-EXPERIAN (1-888-397-3742)

TransUnion
Fraud Victim Assistance Department
P.O. Box 2000, Chester, PA 19016
www.transunion.com/fraud-alerts
800-916-8800;
800-680-7289

3. Consider Placing a Security Freeze on Your Credit File.

You may also request a "Security Freeze" be placed on your credit file at no cost. A security freeze prohibits, with certain specific exceptions, the consumer reporting agencies from releasing your credit report or any information from it without your express authorization. You may place a security freeze on your credit report by contacting any of the three nationwide credit reporting companies. To find out more on how to place a security freeze, you can use the following contact information:

Equifax Security Freeze
Equifax Information Services LLC
P.O. Box 105788, Atlanta, GA 30348
www.equifax.com/personal/credit-report-services/credit-freeze/
1-888-EQUIFAX (1-888-378-4329)

Experian Security Freeze
P.O. Box 9554, Allen, TX 75013
www.experian.com/freeze
1-888-EXPERIAN (1-888-397-3742)

TransUnion Security Freeze
P.O. Box 160, Woodlyn, PA 19094
www.transunion.com/credit-freeze
800-916-8800;
888-909-8872

To place the security freeze, you will need to supply your name, address, date of birth, Social Security number and other personal information such as a copy of a government-issued identification. After receiving your freeze request, each credit reporting company will send you a confirmation letter containing a unique PIN (personal identification number) or password. Keep the PIN or password in a safe place. You will need it if you choose to lift the freeze. If you do place a security freeze prior to enrolling in identity monitoring services, you will need to remove the freeze to sign up. After you sign up, you may refreeze your credit file.

4. **Obtaining a Free Credit Report.**

Under federal law, you are entitled to one free credit report every 12 months from each of the above three major nationwide credit reporting companies. Call 1-877-322-8228 or request your free credit reports online at www.annualcreditreport.com. Once you receive your credit reports, review them for discrepancies, identify any accounts you did not open or inquiries from creditors that you did not authorize, and verify that all information is correct. If you have questions or notice incorrect information, contact the credit reporting company.

5. **Additional Helpful Resources.**

Even if you do not find any suspicious activity on your initial credit reports, the Federal Trade Commission (FTC) recommends that you check your credit reports periodically. Checking your credit report periodically can help you spot problems and address them quickly. If you find suspicious activity on your credit reports or have reason to believe your information is being misused, call your local law enforcement agency and file a police report. Be sure to obtain a copy of the police report, as many creditors will want the information it contains to absolve you of the fraudulent debts. You may also file a complaint with the FTC by visiting www.identitytheft.gov, by phone at 1-877-IDTHEFT (1-877-438-4338), or by mail at Federal Trade Commission, 600 Pennsylvania Avenue, NW, Washington, DC 20580. In addition, you may obtain information from the FTC about fraud alerts and security freezes.

Massachusetts Residents: Under Massachusetts law, you have the right to obtain a police report 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.