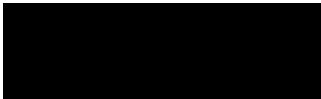


**Subject:** Important Notice: Privacy Incident Involving Your Information



We are writing to inform you of a recent incident involving your personal information. While we are not permitted to share specific details of how the exposure occurred, we want to assure you that we are taking this matter seriously. It is important to us that you are fully informed of any situation that may affect your privacy.

**What Happened?**

We recently were notified that certain elements of your protected information were potentially exposed to another individual. This error was immediately reported to the MA PDP Program.

**What Information Was Involved?**

The information involved in this incident includes your name, address, phone number, date of birth, email address, and social security number.

**What We Are Doing**

We immediately took steps to contain the incident and conducted a thorough investigation to understand what happened. Our team has reviewed our processes to ensure that this type of error does not happen again. We are also reinforcing staff training on our privacy practices to help prevent future incidents.

**What You Can Do**

At this time, there is no evidence that your information has been misused. However, as a precaution, you can continue monitoring your account and reviewing your account statements for any abnormal activity that needs to be reported. You may also place a freeze on your credit report for free by contacting each of the three major credit reporting agencies. You can submit your request online, by phone, or by mail.

| Experian               | TransUnion             | Equifax                |
|------------------------|------------------------|------------------------|
| <a href="#">Online</a> | <a href="#">Online</a> | <a href="#">Online</a> |

|                                                                                                                                                                                         |                                                                                                                                                                    |                                                                                                                                                                                                                                                              |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="https://www.experian.com/help/credit-freeze/">https://www.experian.com/help/credit-freeze/</a><br>888-397-3742<br>Experian Security Freeze<br>P.O. Box 9554<br>Allen, TX 75013 | <a href="https://www.transunion.com/credit-freeze">https://www.transunion.com/credit-freeze</a><br>800-916-8800<br>TransUnion<br>P.O. Box 160<br>Woodlyn, PA 19094 | <a href="https://www.equifax.com/personal/credit-report-services/credit-freeze/">https://www.equifax.com/personal/credit-report-services/credit-freeze/</a><br>888-298-0045<br>Equifax Information Services LLC<br>P.O. Box 105788<br>Atlanta, GA 30348-5788 |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

### **Our Commitment to You**

We deeply regret any concern or inconvenience this incident may have caused you. Protecting your privacy is a top priority for us, and we are committed to maintaining the confidentiality of your information.

If you have any questions or would like more information, please do not hesitate to contact us directly by email at [compliance@acumen2.net](mailto:compliance@acumen2.net). Or, Acumen is prepared to offer up to 18 months of identity theft protection at your request; if this is the best viable option for you, please contact us. We are here to assist you in any way we can.

Thank you for your understanding and continued trust.

Sincerely,

Quality & Compliance Team

Acumen Fiscal Agent, LLC