




Return to IDX  
P.O. Box 989728  
West Sacramento, CA 95798-9728

<<First Name>> <<Last Name>>  
<<Address1>>  
<<Address2>>  
<<City>>, <<State>> <<Zip>>

Enrollment Code: <<XXXXXXXXXX>>  
 Enrollment Deadline: July 16, 2026  
 To Enroll, Scan the QR Code Below:



Or Visit:  
<https://app.idx.us/account-creation/protect>

April 16, 2026

Dear <<First Name>> <<Last Name>>:

We are writing to inform you of an incident that may have involved your personal information. At Citizens' Committee for the Children of New York ("CCC"), we take the privacy and security of personal information very seriously and are committed to keeping you informed. This letter contains additional information about what occurred, and steps that you can take to ensure your personal information is protected.

What Happened:

Federal law enforcement notified CCC that login credentials associated with a prior internal system may have been exposed online and that an unauthorized account may have been created. In response, we conducted a thorough review and determined that this system contained personnel records that may have included your name and mailing address. CCC has since transitioned to a new system environment with enhanced security controls.

At this time, we have no indication that your information has been misused, and out of an abundance of caution, we are notifying you to ensure that you have the information you need to help protect yourself. As an added precaution, we are offering complimentary resources to support you in monitoring and safeguarding your personal information.

What We Are Doing:

We have arranged to offer you identity theft protection services through IDX, the data breach and recovery services expert, for twenty-four (24) months, at no cost to you. IDX identity protection services include the following service components:

- **SINGLE BUREAU CREDIT MONITORING:** Monitoring of credit bureau for changes to the member's credit file such as new credit inquires, new accounts opened, delinquent payments, improvements in the member's credit report, bankruptcies, court judgments and tax liens, new addresses, new employers, and other activities that affect the member's credit record.
- **CYBERSCAN:** Dark Web monitoring of underground websites, chat rooms, and malware, 24/7, to identify trading or selling of personal information like SSNs, bank accounts, email addresses, medical ID numbers, driver's license numbers, passport numbers, credit and debit cards, phone numbers, and other unique identifiers.

- **IDENTITY THEFT INSURANCE:** Identity theft insurance will reimburse members for expenses associated with restoring their identity should they become a victim of identity theft. If a member's identity is compromised, the policy provides coverage for up to \$1,000,000, with no deductible, from an A.M. Best "A-rated" carrier. Coverage is subject to the terms, limits, and/or exclusions of the policy.
- **FULLY-MANAGED IDENTITY RECOVERY:** IDX's fully-managed recovery service provides restoration for identity theft issues such as (but not limited to): account creation, criminal identity theft, medical identity theft, account takeover, rental application, tax fraud, benefits fraud, and utility creation. This service includes a complete triage process for affected individuals who report suspicious activity, a personally assigned IDCare Specialist to fully manage restoration of each case, and expert guidance for those with questions about identity theft and protective measures.

What You Can Do:

We encourage you to contact IDX with any questions and to enroll in the free identity protection services by calling **1-833-788-9712** or visiting <https://app.idx.us/account-creation/protect> and using the Enrollment Code provided above. IDX representatives are available Monday through Friday from 9 AM – 9 PM Eastern Time. Please note the deadline to enroll is July 16, 2026.

More Information:

Again, at this time, there is no evidence that your information has been misused. However, we encourage you to take full advantage of this service offering. If you have any questions about the information in this letter, please contact me at [emurphy@cccnewyork.org](mailto:emurphy@cccnewyork.org) or (212) 673 1800 x 118.

Please be assured that CCC takes the protection of your information very seriously, and we apologize again for any inconvenience this incident may cause you.

Sincerely,



Elysia Murphy  
Associate Executive Director  
Citizens' Committee for Children of New York



## **Recommended Steps to Help Protect Your Information**

**1. Website and Enrollment.** Scan the QR code or go to <https://app.idx.us/account-creation/protect> and follow the instructions for enrollment using your Enrollment Code provided at the top of the letter. Please note the deadline to enroll is July 16, 2026.

**2. Activate the credit monitoring** provided as part of your IDX identity protection membership. The monitoring included in the membership must be activated to be effective. Note: You must have established credit and access to a computer and the internet to use this service. If you need assistance, IDX will be able to assist you.

**3. Telephone.** Contact IDX at 1-833-788-9712 to gain additional information about this event and speak with knowledgeable representatives about the appropriate steps to take to protect your credit identity.

**4. Review your credit reports.** We recommend that you remain vigilant by reviewing account statements and monitoring credit reports. Under federal law, you also are entitled every 12 months to one free copy of your credit report from each of the three major credit reporting companies. To obtain a free annual credit report, go to [www.annualcreditreport.com](http://www.annualcreditreport.com) or call 1-877-322-8228. You may wish to stagger your requests so that you receive a free report by one of the three credit bureaus every four months.

If you discover any suspicious items and have enrolled in IDX identity protection, notify them immediately by calling or by logging into the IDX website and filing a request for help.

If you file a request for help or report suspicious activity, you will be contacted by a member of our ID Care team who will help you determine the cause of the suspicious items. In the unlikely event that you fall victim to identity theft as a consequence of this incident, you will be assigned an ID Care Specialist who will work on your behalf to identify, stop and reverse the damage quickly.

You should also know that you have the right to file a police report if you ever experience identity fraud. Please note that in order to file a crime report or incident report with law enforcement for identity theft, you will likely need to provide some kind of proof that you have been a victim. A police report is often required to dispute fraudulent items. You can report suspected incidents of identity theft to local law enforcement or to the Attorney General.

**5. Place Fraud Alerts** with the three credit bureaus. If you choose to place a fraud alert, we recommend you do this after activating your credit monitoring. You can place a fraud alert at one of the three major credit bureaus by phone and also via Experian's or Equifax's website. A fraud alert tells creditors to follow certain procedures, including contacting you, before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit.

The contact information for all three bureaus is as follows:

### **Credit Bureaus**

Equifax Fraud Reporting  
1-866-349-5191  
P.O. Box 105069  
Atlanta, GA 30348-5069  
[www.equifax.com](http://www.equifax.com)

Experian Fraud Reporting  
1-888-397-3742  
P.O. Box 9554  
Allen, TX 75013  
[www.experian.com](http://www.experian.com)

TransUnion Fraud Reporting  
1-800-680-7289  
P.O. Box 2000  
Chester, PA 19022-2000  
[www.transunion.com](http://www.transunion.com)

It is necessary to contact only ONE of these bureaus and use only ONE of these methods. As soon as one of the three bureaus confirms your fraud alert, the others are notified to place alerts on their records as well. You will receive confirmation letters in the mail and will then be able to order all three credit reports, free of charge, for your review. An initial fraud alert will last for one year.

**Please Note: No one is allowed to place a fraud alert on your credit report except you.**

**6. Security Freeze.** By placing a security freeze, someone who fraudulently acquires your personal identifying information will not be able to use that information to open new accounts or borrow money in your name. You will need to contact the three national credit reporting bureaus listed above to place the freeze. Keep in mind that when you place the freeze, you will not be able to borrow money, obtain instant credit, or get a new credit card until you temporarily lift or permanently remove the freeze. There is no cost to freeze or unfreeze your credit files.

**7. You can obtain additional information** about the steps you can take to avoid identity theft from the following agencies. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them by contacting:

Federal Trade Commission  
Identity Theft Clearinghouse  
600 Pennsylvania Avenue NW  
Washington, DC 20580  
[www.consumer.gov/idtheft](http://www.consumer.gov/idtheft)  
1-877-IDTHEFT (438-4338)  
TTY: 1-866-653-426

**New York Residents:** In addition, you may contact the New York State Attorney General at:

Office of the Attorney General  
The Capitol  
Albany, New York 12224-0341  
1-800-771-7755  
<https://ag.ny.gov/>