



Child & Family Services of the Upper Peninsula, Inc.
c/o Cyberscout
555 Monster Rd SW
Renton, WA 98057
USBFS3043



[Redacted]



April 21, 2026

[Redacted]

Dear [Redacted]:

The privacy and security of the personal information we maintain is of the utmost importance to the Child & Family Services of the Upper Peninsula, Inc. We are writing to provide you with information regarding a recent incident that potentially involved your personal information. Please read this notice carefully, as it provides information about the incident and the precautionary measures you can take to protect your information.

What Happened?

An unknown individual accessed two employee inboxes.

What We Are Doing.

Upon learning of the issue, we commenced a prompt and thorough investigation in consultation with outside cybersecurity professionals who regularly handle these types of incidents. After an extensive forensic investigation and manual document review, we confirmed on April 6, 2026 that your personal information may have been accessed and/or acquired by the unknown individual between March 13, 2025 and May 25, 2025. At this time, we have no reason to believe your information was misused.

What Information Was Involved?

The potentially impacted information includes [Redacted].

What You Can Do.

To date, we do not have 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 you complimentary access to identity protection services through Cyberscout, a TransUnion company for twelve months as a precaution. This letter provides more information about the complimentary services, enrollment instructions, and other 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.

For More Information.

We are committed to maintaining the privacy of personal information in our possession and have taken many precautions to safeguard it. We continually evaluate and modify our practices and internal controls to enhance

the security and privacy of the information entrusted to our care. If you have questions, please contact our dedicated and confidential call center at [REDACTED]. The response line is available for 90 days from the date of this letter, between the hours of [REDACTED]
[REDACTED]

Sincerely,

Child & Family Services of the Upper Peninsula, Inc.
706 Chippewa Square, Suite 105
Marquette, MI 49855



- OTHER IMPORTANT INFORMATION -

1. Enrolling in Complimentary Credit Monitoring Services.

In response to the incident, we are providing you with access to Single Bureau Credit Monitoring/Single Bureau Credit Report/Single Bureau Credit Score services at no charge. These services provide you with alerts for twelve months from the date of enrollment when changes occur to your credit file. This notification is sent to you the same day that the change or update takes place with the bureau. Finally, we are providing you with proactive fraud assistance to help with any questions that you might have or in event that you become a victim of fraud. These services will be provided by Cyberscout, a TransUnion company specializing in fraud assistance and remediation services.

To enroll in Credit Monitoring services at no charge, please log on to <https://bfs.cyberscout.com/activate> and follow the instructions provided. When prompted please provide the following unique code to receive services: [REDACTED] In order for you to receive the monitoring services described above, you must enroll within 90 days from the date of this letter. The enrollment requires an internet connection and e-mail account and may not be available to minors under the age of 18 years of age. Please note that when signing up for monitoring services, you may be asked to verify personal information for your own protection to confirm your identity.

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 contact you personally 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. As soon as one credit bureau confirms your fraud alert, they will notify the others.

Equifax

Equifax Information Services LLC
P.O. Box 105069,
Atlanta, GA 30348-5069
[www.equifax.com/personal/
credit-report-services/credit-fraud-alerts/](http://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
1-800-916-8800; 1-800-680-7289

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

If you are very concerned about becoming a victim of fraud or identity theft, you may 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 sending a request in writing, by mail, to all 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 30348-5788
[www.equifax.com/personal/
credit-report-services/credit-freeze/](http://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
1-800-916-8800; 1-888-909-8872

In order 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 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 a credit monitoring service, you will need to remove the freeze in order to sign up for the credit monitoring service. After you sign up for the credit monitoring service, 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. Verify all information is correct. If you have questions or notice incorrect information, contact the credit reporting company.

5. Protecting Medical Information.

As a general matter, the following practices can help deter, detect, and protect from medical identity theft. For more information visit consumer.ftc.gov/articles/what-know-about-medical-identity-theft. Only share health insurance cards with health care providers and other family members who are covered under the insurance plan or who help with medical care. Review the “explanation of benefits statement” which is provided by the health insurance company. Follow up with the insurance company or care provider for any items not recognized. If necessary, contact the care provider on the explanation of benefits statement and ask for copies of medical records from the date of the potential access (noted above) to current date. Ask the insurance company for a current year-to-date report of all services paid for the impacted individual as a beneficiary. Follow up with the insurance company or the care provider for any items not recognized.

6. 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 contacting them on the web at www.ftc.gov/idtheft, by phone at 1-877-IDTHEFT (1-877-438-4338), or by mail at Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580. Your complaint will be added to the FTC’s Identity Theft Data Clearinghouse, where it will be accessible to law enforcement for their investigations. In addition, you may obtain information from the FTC about fraud alerts and security freezes.

Maryland Residents: You may obtain information about avoiding identity theft from the Maryland Attorney General’s Office: Office of the Attorney General of Maryland, Consumer Protection Division, 200 St. Paul Place, Baltimore, MD 21202, www.marylandattorneygeneral.gov, Telephone: 888-743-0023.

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.

North Carolina Residents: You may obtain information about preventing identity theft from the North Carolina Attorney General’s Office: Office of the Attorney General of North Carolina, Consumer Protection Division, 9001 Mail Service Center, Raleigh, NC 27699-9001, www.ncdoj.gov, Telephone: 877-566-7226 (Toll-free within North Carolina), 919-716-6000.

Oregon Residents: You may obtain information about preventing identity theft from the Oregon Attorney General’s Office: Oregon Department of Justice, 1162 Court Street NE, Salem, OR 97301-4096, www.doj.state.or.us, Telephone: 877-877-9392.