

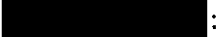
14668



February 25, 2019



Re: Protected Health Information about you.

Dear :

This letter is provided to notify you of an incident that occurred on 12/4/2018. As you were made aware on 12/6/18, when preparing to go out shopping/dining the employees could not locate the pouch where your spending money is stored. A search and investigation were conducted, and the pouch could not be located; it may have been left behind at a restaurant, misplaced on the way to and from the van or at the residence. During the investigation it was also determined that your social security card was in the pouch.

Please be assured that the May Institute has taken appropriate steps toward remedying the situation. First, you have been reimbursed for the funds that were lost. Secondly, the program is storing identification cards in a locked area separate from the money pouches when they are not in use and the program has received retraining on procedures for securing items during community trips and upon return to the residence.

In addition, as you are aware, the May Institute has assisted you with notifying the Social Security Administration as well as the 3 major credit reporting bureaus and a security freeze has been placed on your behalf. You will not be charged anything for the security freeze. A security freeze is a notice placed on a credit report by a consumer reporting agency at your request. The security freeze prohibits the consumer reporting agency from releasing the credit report or any information in it without your express authorization. Since most businesses will not open credit accounts without first checking a consumer's credit history, a security freeze may help to prevent credit, loans, or other services from being approved in the consumer's name without your explicit consent. 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.

The security freeze will remain in place until you choose to lift it. To lift the security freeze, contact the three consumer reporting agencies: *Experian* (888-397-3742); *Equifax* (888-766-0008); and *TransUnion* (888-909-8872). You will need to have the PIN number provided when the security freeze was put into place. Each agency may charge a fee of up to five dollars (\$5.00) for lifting or removing a freeze. Additional information about security freezes may be obtained from the Massachusetts Office of Consumer Affairs and Business Regulation by calling its consumer hotline at 617-973-8787 or 888-283-2757 (toll free within Massachusetts).

In the interim, you may wish to keep track of your credit report(s) to watch for any indications of identity theft. Should you see any unusual activity on the credit report, you may want to file a report with your local police department. In order to help with the monitoring process, we would like to provide credit monitoring services for the next 18 months free of charge through Identity Guard.

As always, we are available to offer support and address any questions or concerns you might have. If you have any further questions, please feel free to contact me at [REDACTED]

Sincerely,

[REDACTED]