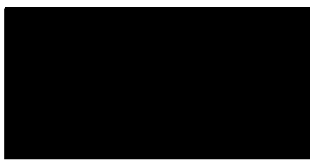


14669

**[Form Chapter 93H Notification to Affected Massachusetts Residents]**

March 1, 2019

**[BY UNITED STATES POSTAL SERVICE CERTIFIED MAIL]**



Re: Single Family Listing at [REDACTED] (the  
"Listing")

Dear [REDACTED]

Under Chapter 93H of the Massachusetts General Laws, known as the Massachusetts Data Breach Notification Statute ("Chapter 93H"), a business such as MLS Property Information Network, Inc. (the "Company") is required to notify Massachusetts residents when it knows or has reason to know either that (i) a breach of security has occurred in which the unauthorized acquisition or use of data containing a Massachusetts resident's "personal information" creates a substantial risk of identity theft or fraud or (ii) the resident's "personal information" has been acquired or used by an unauthorized person or used for an unauthorized purpose.

This letter is written to notify you of an unauthorized release of data relating to the referenced Listing that originated with the filing of that Listing with the Company.

***Your Rights under Chapter 93H***

For your protection and as required by Chapter 93H, the Company is prohibited from disclosing to you the nature of the security breach or unauthorized acquisition or use of data that led to this notification letter. As required, however, the Company has reported the facts of this incident to both the Office of the Massachusetts Attorney General and the Director of the Massachusetts Office of Consumer Affairs and Business Regulation.

The Company is required by Chapter 93H to notify you of certain rights granted to you under that Chapter for the purpose of protecting yourselves against potential identity theft or fraud.

First, should there be a police report about the incident (and the Company has no knowledge of such a report), you have the right to obtain that report from any relevant law enforcement agency.

Second, you have the right to place a security freeze on your credit reports. Placing a security freeze prevents a credit reporting agency from releasing your credit report without your written consent. A security freeze is more restrictive than simply placing a fraud alert on your credit report.

A security freeze is designed to prevent credit, loans and services from being approved in your name without your written consent. While in effect, however, a security freeze could delay or interfere with the timely approval of requests you make for new loans, credit, mortgages, employment, rental housing, insurance or other services.

Third, if you are a victim of identity theft or the spouse of a victim, and if you provide to a credit reporting agency a valid investigative or incident report or complaint relating to that theft, the credit reporting agency cannot charge you to place, lift or remove a security freeze. In all other cases, the credit reporting agency may charge up to \$5.00 for each transaction.

To place a security freeze, you must submit a written request to each of the three credit reporting agencies (Equifax, Experian, and TransUnion). Each credit reporting agency is required to post on its website instructions for placing, temporarily lifting and permanently removing a security freeze. If you do not have Internet access, you may call the fraud department (or its equivalent) of each of the three credit reporting agencies for specific instructions. Contact information is provided below:

1. Experian Security Freeze  
P.O. Box 9554  
Allen, Texas 75013  
Telephone: (888) 397-3742  
Website:  
[http://www.experian.com/consumer/security\\_freeze.html#state](http://www.experian.com/consumer/security_freeze.html#state)
2. TransUnion  
Fraud Victim Assistance Department  
P.O. Box 6790  
Fullerton, California 92834  
Telephone: (800) 909-8872  
Website:  
<http://www.transunion.com/corporate/personal/fraudIdentityTheft/fraudPrevention/securityFreeze.page>
3. Equifax Security Freeze  
P.O. Box 105788  
Atlanta, Georgia 30348  
Telephone: (800) 685-1111

Website:

[http://www.equifax.com/help/credit-freeze/en\\_cp](http://www.equifax.com/help/credit-freeze/en_cp)

### ***Other Steps To Protect Your Identity***

It is always advisable to monitor your financial accounts for any unusual activity. For example, you can order credit reports periodically and check for any unauthorized activity. You should contact any financial institution where you have an account if you do notice suspicious account activity.

### ***Obtaining Further Information***

Additional consumer information on security freezes, including contact information for the three credit reporting agencies, is available on-line at [www.mass.gov/consumer](http://www.mass.gov/consumer).

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The Company takes the security of your personal information very seriously. We want to assure you that this incident was appropriately addressed, and we are hopeful that no incident like it will happen again. We regret that this incident occurred and we remain dedicated to our mission to provide both exemplary multiple listing services and to guard the security of your personal information. We welcome suggestions from you on our efforts both to guard and to improve that security.

If you wish to speak to a representative of the Company about this incident, please contact me at 800-695-3000 (extension 7158) or 508-936-1358, or by email to [ncallahan@mlspin.com](mailto:ncallahan@mlspin.com). The Company will try to address any questions and concerns that you may have.

Sincerely,



Nate Callahan  
Quality Assurance Manager

cc: Office of the Massachusetts Attorney General  
Director, Massachusetts Office of Consumer  
Affairs and Business Regulation  
Ms. Kathleen E. Condon, President and CEO