

March 26, 2019



Re: Compromised personal information

Dear [REDACTED],

As you were made aware on March 15, 2019, earlier that same day we discovered that your personal information was compromised. The compromised information included your first and last name, date of birth, social security number, Driver's license number, place of birth, height, weight, eye color, mother's maiden name, and prior addresses. Please be assured that May Institute is conducting a thorough review and taking remedial steps.

As we discussed on the phone and by email, we recommend you obtain and review your credit reports and place a security freeze with *Experian* (888-397-3742), *Equifax* (888-766-0008) and *TransUnion* (888-909-8872). If you are charged for the security freeze, we will reimburse you. 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 addition, we have attached information from the IRS, titled Data Breach: Tax related information for Taxpayers and the FTC's website IdentityTheft.gov.

Finally, in order to help with the monitoring process, we wanted to follow up on our prior offer for free credit monitoring services for the next 18 months. Below are links to 3 credit monitoring companies I provided via email. Once you have signed up for the plan that works best for you, please save your receipt and contact me, so we can determine the best way to pay for the services.

<https://www.identityguard.com>

<https://www.identityforce.com/>

<https://secure.creditsesame.com/s/pages/public/premiumLandingE7>

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]