

14993



<<Date>>

<<First Name>> <<Last Name>>

<<Address1>>

<<Address2>>

<<City>>, <<State>> <<Zip>>

Re: Notification of Data Security Incident

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

We are writing to inform you of a data security incident affecting Acrisure Heritage Insurance Agency, LLC d/b/a The Heritage Companies located in Belton, Missouri, that may have involved your personal information. We also wish to inform you about steps you can take to protect your personal information and to offer identity monitoring services.

Under Massachusetts law, you have the right to obtain any police report filed 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.

You have the right to place a security freeze on your credit report. A security freeze prohibits a consumer reporting agency from releasing any information from a consumer's credit report without written authorization. However, please be aware that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit, mortgages, employment, housing, or other services.

To place a security freeze on your credit report, you must contact **each** of the three major consumer reporting agencies:

Equifax Security Freeze	Experian Security Freeze	TransUnion	Security
P.O. Box 105788	P.O. Box 9554	Freeze	
Atlanta, GA 30348	Allen, TX 75013	P.O. Box 2000	
1-800-349-9960	1-888-397-3742	Chester, PA 19016	
www.equifax.com	www.experian.com/freeze/center.html	1-888-909-8872	
		freeze.transunion.com	

In order to request a security freeze, you will need to provide the following information:

1. Your full name and any suffixes;
2. Social Security number;
3. Date of birth;
4. If you have moved in the past five (5) years, provide the addresses where you have lived over the prior five (5) years;

5. Proof of current address such as a current utility bill or telephone bill;
6. A legible photocopy of a government issued identification card (state driver's license or ID card, military identification, etc.); and
7. If you are a victim of identity theft, include a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft.

The consumer reporting agencies then have three (3) business days after receiving your request to place a security freeze on your credit report. 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.

To lift the security freeze in order to grant a specific entity or individual access to your credit report, you must call or send a written request to the consumer reporting agencies by mail and include proper identification (name, address, and Social Security number) and the PIN or password provided to you when you placed the security freeze as well as the identities of those entities or individuals you would like to receive your credit report or the specific period of time you want the credit report available. The consumer reporting agencies have three (3) business days after receiving your request to lift the security freeze for those identified entities or individuals, or for the specified period of time.

To remove the security freeze, you must send a written request to each of the three consumer reporting agencies by mail and include proper identification (name, address, and Social Security number) and the PIN or password provided to you when you placed the security freeze. The consumer reporting agencies have three (3) business days after receiving your request to remove the security freeze. You cannot be charged a fee by the consumer reporting agencies to place, lift, or remove a security freeze.

In order to determine whether any unauthorized credit was obtained with your information, you may obtain a copy of your credit report at [www.annualcreditreport.com](http://www.annualcreditreport.com) or by calling 877-322-8228. You may also request information on how to place a fraud alert by contacting any of the above consumer reporting agencies. A fraud alert is intended to alert you if someone attempts to obtain credit in your name without your consent. It is recommended that you remain vigilant for any incidents of fraud or identity theft by reviewing credit card account statements and your credit report for unauthorized activity. You may also contact the Federal Trade Commission ("FTC") to learn more about how to prevent identity theft:

FTC, Consumer Response Center  
600 Pennsylvania Ave., NW  
Washington D.C. 20590  
[www.ftc.gov/bcp/edu/microsites/idtheft](http://www.ftc.gov/bcp/edu/microsites/idtheft)  
877-IDTHEFT (438-4338)

In addition, we are providing you with access to *Single Bureau Credit Monitoring /Single Bureau Credit Report/Cyber Monitoring\** services at no charge. These services provide you with alerts for twenty-four months from the date of enrollment when changes occur to your Experian credit file. This notification is sent to you the same day that the change or update takes place with the bureau. The cyber monitoring will review the dark web and alert you if your personally identifiable information is found online. In addition, 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 company that specializes in identity theft education and resolution.

To enroll in **Credit Monitoring\*** services at no charge, please log on to <https://www.myidmanager.com> and follow the instructions provided. **When prompted please provide the following unique code to receive services: <CODE HERE.>**

Please note that following enrollment, additional steps will be required by you to activate phone alerts and fraud alerts, and to obtain your credit score and credit file.

**For more information:** If you have any questions regarding this incident or the services being provided to you, please call CyberScout at 1-800-405-6108 from 8:00 am to 5:00 pm Eastern time. You may also visit <https://app.myidcare.com/account-creation/protect> for assistance or for any additional questions you may have.

Thank you for your loyalty to Acrisure Heritage Insurance Agency and your patience through this incident. We take your trust in us and this matter very seriously. Please accept our apologies for any worry or inconvenience this may cause you.

Sincerely,

*Mike Sanders*

Mike Sanders  
Owner/Broker  
The Heritage Companies

\* Services marked with an “\*” require 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.