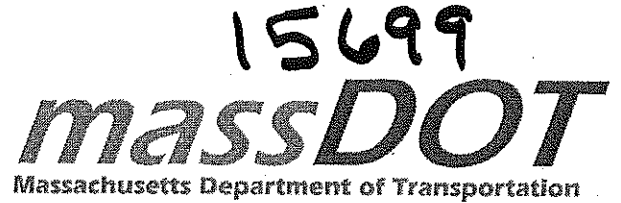


Charles D. Baker, Governor
Karyn E. Polito, Lieutenant Governor
Stephanie Pollack, MassDOT Secretary & CEO



September 5, 2019

FIRST LAST
STREET
CITY STATE ZIP

Dear Customer LAST NAME:

As you are already likely aware, we are writing to alert you that someone has allegedly used your Social Security Number (SSN) to access your Registry of Motor Vehicles (RMV) account. Please note that this individual did not obtain your SSN from the RMV. This is a serious matter and a criminal investigation is ongoing.

If you have not been in direct contact with the RMV recently to take the following actions to protect your identity, please take these steps as soon as possible:

- Review the attached "Request to Disable Online myRMV Account" form and submit the form to us to disable your online activity with the RMV. This will require you to conduct all RMV business in-person only. While we recognize a visit to the RMV may be an inconvenience, we believe it is a necessary measure to ensure your identity is protected.
- Visit an RMV Service Center to obtain a replacement of your driver's license or ID card with a new state assigned (SA) driver's license number. This is a number unique to you and should be protected like a SSN.
- A REAL ID will be required for domestic air travel beginning October 1, 2020. If you are interested in applying for a REAL ID license/ID when you change your driver's license number, you will need to bring with you the following forms of identification: proof of lawful presence in the United States, a document proving your SSN and two documents, such as a utility bill or bank statement, showing your residential street address. We have attached more detailed information on these requirements.

MassDOT has also retained LifeLock to provide you with eighteen (18) months of complimentary credit monitoring and identity theft protection services, with LifeLock Defender™ Choice.

To activate your membership and get protection at no cost to you:

1. Go to LifeLock.com. Click on the START MEMBERSHIP button.
2. You will be taken to another page where, below the three protection plan boxes, you can enter the promo code: **MRMV2019** and click the APPLY button.

3. On the next page, enter your Member ID: [].
4. Click the START YOUR MEMBERSHIP button.
5. You will receive a confirmation email after enrollment (be sure to follow all directions in this email).

You will have until December 3, 2019 to enroll in this service. Your code will not work after this date. You may also enroll over the telephone 24/7 by calling 800-899-0180.

You may also place a security freeze on your credit reports, free of charge. A security freeze prohibits a credit 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. Under federal law, you cannot be charged to place, lift, or remove a security freeze.

You must place your request for a freeze with each of the three (3) major consumer reporting agencies: Equifax (www.equifax.com); Experian (www.experian.com); and TransUnion (www.transunion.com). To place a security freeze on your credit report, you may send a written request by regular, certified or overnight mail at the addresses below. You may also place a security freeze through each of the consumer reporting agencies' websites or over the phone, using the contact information below:

Equifax Security Freeze
P.O. Box 105788
Atlanta, GA 30348
1-800-349-9960
<https://www.equifax.com/personal/credit-report-services/>

Experian Security Freeze
P.O. Box 9554
Allen, TX 75013
1-888-397-3742
<https://www.experian.com/freeze/center.html>

TransUnion Security Freeze
P.O. Box 160
Woodlyn, PA 19094
1-888-909-8872
<https://www.transunion.com/credit-freeze>

In order to request a security freeze, you will need to provide some or all of the following information to the credit reporting agency, depending on whether you do so online, by phone, or by mail:

1. Your full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security Number;
3. Date of birth;
4. If you have moved in the past five (5) years, the addresses where you have lived over the prior five (5) years;
5. Proof of current address, such as a current utility bill, telephone bill, rental agreement, or deed;
6. A legible photocopy of a government issued identification card (state driver's license or ID card, military identification, etc.);
7. Social Security Card, pay stub, or W2;
8. 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 credit reporting agencies have up to three (3) business days after receiving your request to place a security freeze on your credit report, based upon the method of your request. 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. It is important to maintain this PIN/password in a secure place, as you will need it to lift or remove the security freeze.

To lift the security freeze in order to allow a specific entity or individual access to your credit report, you must make a request to each of the credit reporting agencies by mail, through their website, or by phone (using the contact information above). You must provide proper identification (including name, address, and social security number) and the PIN number 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. You may also temporarily lift a security freeze for a specified period of time rather than for a specific entity or individual, using the same contact information above. The credit bureaus have between one (1) hour (for requests made online or by telephone) and three (3) business days (for request made by mail) after receiving your request to lift the security freeze for those identified entities or for the specified period of time.

To remove the security freeze, you must make a request to each of the credit reporting agencies by mail, through their website, or by phone (using the contact information above). You must provide proper identification (name, address, and social security number) and the PIN number or password provided to you when you placed the security freeze. The credit bureaus have between one (1) hour (for requests made online or by telephone) and three (3) business days (for requests made by mail) after receiving your request to remove the security freeze.

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.

MassDOT considers the protection and security of your personal information one of its highest priorities and regrets any inconvenience this may cause you.

Sincerely,

A handwritten signature in black ink that reads "Jamey Tesler". The signature is written in a cursive style with a large, prominent initial "J".

Jamey Tesler
Acting Registrar of Motor Vehicles



Request to Disable Online "myRMV" Account

Enforcement Services Department • 10 Park Plaza, Suite 2310, Boston MA 02116

A. Requirements and Instructions

Instructions:

Submit this form by fax at 857-368-0649 or email it to enforcementservices@dot.state.ma.us. You can also mail it to: Registry of Motor Vehicles, Enforcement Services, P.O. Box 55889, Boston, MA 02205-5889.

B. Applicant Information

Last Name		First Name	Middle Initial	Suffix
Address				
Street		City	State	Zip Code
Date of Birth (MM/DD/YYYY)	Email		Phone #	
Phone Type (landline or mobile)		If Mobile Phone, Carrier/Country		

C. Certification and Signatures

I, _____, am requesting that the Registry of Motor Vehicles disable access to my online account. I am requesting the deactivation of my online "myRMV" presence due to (check all that apply):

- Known fraud against my identity
- Suspected fraud against my identity
- I have been advised by the RMV that someone may have/has my personal information
- I have been advised by a financial institution that someone may have/has my personal information
- I lost my wallet and am concerned my identity may be compromised

I understand and consent that by submitting this form the RMV will take the following action:

- Disable all online activity related to my license/ID card and motor vehicle registration(s)
- Add an internal system indicator to identify me as a victim of fraud
- Include a copy of this request with your internal RMV records

I acknowledge that by signing and submitting this form, I will not be able to perform online transactions at Mass.Gov/RMV, such as renewing a motor vehicle registration or license/ID, and that I must visit the RMV in person to conduct business.

The RMV further advises me of the following identity protection options that are available (please initial next to each item):

- ____ I am aware that I may visit, and have been strongly encouraged to do so, an RMV Service Center for a new state assigned driver's license number. A state assigned number is unique to me and should be protected like a Social Security Number. Identity thieves are increasingly interested in using driver's licenses and ID numbers to further substantiate their use of my identity.
- ____ I am advised that I should file a police report in the city/town where I reside. I understand that this will help protect my identity and be useful to police so they can monitor possible fraud patterns in my neighborhood.
- ____ I am advised that I may seek a credit freeze with the major credit bureaus. (Details on how to accomplish this are included on the reverse of this form.)

Should I wish to reactivate my online RMV account in the future, I understand that I must visit an RMV Service Center and make this request in person.

Signature: _____ Date: _____

D. How to Request a Security Freeze on Credit Reports

You may place a security freeze on your credit reports, free of charge. A security freeze prohibits a credit 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. Under federal law, you cannot be charged to place, lift, or remove a security freeze.

You must place your request for a freeze with each of the 3 major consumer reporting agencies: Equifax (www.equifax.com); Experian (www.experian.com); and TransUnion (www.transunion.com). To place a security freeze on your credit report, you may send a written request by regular, certified, or overnight mail to the addresses below. You may also place a security freeze through each of the consumer reporting agencies' websites or over the phone, using the contact information below:

Equifax Security Freeze
P.O. Box 105788
Atlanta, GA 30348
1-800-349-9960
<https://www.equifax.com/personal/credit-report-services/>

Experian Security Freeze
P.O. Box 9554
Allen, TX 75013
1-888-397-3742
<https://www.experian.com/freeze/center.html>

TransUnion Security Freeze
P.O. Box 160
Woodlyn, PA 19094
1-888-909-8872
<https://www.transunion.com/credit-freeze>

In order to request a security freeze, you will need to provide some or all of the following information to the credit reporting agency, depending on whether you do so online, by phone, or by mail:

1. Your full name (including middle initial as well as Jr., Sr., II, III, etc.)
2. Social Security Number
3. Date of birth
4. If you have moved in the past 5 years, the addresses where you have lived over the prior 5 years
5. Proof of current address, such as a current utility bill, telephone bill, rental agreement, or deed
6. A legible photocopy of a government issued identification card (state driver's license or ID card, military identification, etc.)
7. Social Security Card, pay stub, or W2
8. 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 credit reporting agencies have up to 3 business days after receiving your request to place a security freeze on your credit report, based upon the method of your request. The credit bureaus must also send written confirmation to you within 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. It is important to maintain this PIN/password in a secure place, as you will need it to lift or remove the security freeze.