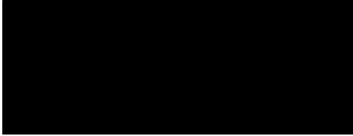




15786

September 26, 2019

VIA IN-HAND DELIVERY



Dear [REDACTED]:

This letter is a follow-up to our conversation on August 30, 2019 during which we informed you that an unauthorized acquisition of your personal information occurred on that date. We regret any concerns this may have caused. The University of Massachusetts Medical School (UMMS) will secure a third party to provide you with 18 months of credit monitoring services, free of charge to you. UMMS will carry the cost for this service.

Under Massachusetts law, you have the right to obtain a copy of any police report filed regarding this event. Please note that because the release of your information was not a result of criminal activity, UMMS has not filed a police report. If you are the victim of identity theft, you have the right to file a police report and obtain a copy of it.

Massachusetts law also allows consumers to place a security freeze on their credit reports, free of charge. A security freeze prohibits a credit reporting agency from releasing any information from your credit report without your authorization. Although a credit freeze should not impede your use of current credit cards, 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 cards; mortgages; employment; housing; or other services.

We understand that you have already placed a security freeze on your credit reports through each of the three major consumer reporting agencies: Equifax; Experian; and Transunion. If you need to take further action to place a security freeze on your credit report, please make a request to **each** of the three major consumer reporting agencies: Equifax ([www.equifax.com](http://www.equifax.com)); Experian ([www.experian.com](http://www.experian.com)); and TransUnion ([www.transunion.com](http://www.transunion.com)) by phone, by online form, or by regular, certified or overnight mail at the addresses below:

Equifax Security Freeze

P.O. Box 105788

Atlanta, GA 30348

(800) 349-9960 or (800) 685-1111

<https://help.equifax.com/s/article/How-do-I-place-temporarily-lift-or-permanently-remove-a-security-freeze>

Experian Security Freeze

P.O. Box 9554

Allen, TX 75013

(888) 397-3742

<https://www.experian.com/freeze/center.html#content-01%C2%A0>

Trans Union Security Freeze Fraud Victim Assistance Department  
P.O. Box 6790  
Fullerton, CA 92834  
(888) 909-8872  
<https://www.transunion.com/credit-freeze>

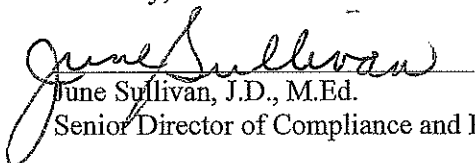
In order to request a security freeze, you will need to provide the following information:

1. Your full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Current address;
3. Social Security Number;
4. Date of birth;
5. If you have moved in the past five (5) years, provide the addresses where you have lived over the prior five years;
6. Proof of current address such as a current utility bill or telephone bill;
7. A legible photocopy of a government issued identification card (state driver's license or ID card, military identification, etc.);
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 three (3) business days after receiving your request to place a security freeze on your credit report. The credit bureaus must 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 you can use to authorize the removal or lifting of the security freeze.

If you have any questions, please contact me at 774-455-4560.

Sincerely,

  
June Sullivan, J.D., M.Ed.  
Senior Director of Compliance and Privacy