

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

16081  
**massDOT**  
Massachusetts Department of Transportation

**PLEASE TAKE ACTION BY DECEMBER 3, 2019**

November 6, 2019

FIRST LAST  
STREET  
CITY STATE ZIP

Dear Customer LAST NAME:

We are writing to inform you that someone has allegedly used your Social Security Number (SSN) to access your Registry of Motor Vehicles (RMV) account without authorization. Please note that this individual did not obtain your SSN from the RMV and a criminal investigation is ongoing.

Please take these steps as soon as possible to protect your identity:

- 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 free 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. Please be advised all RMV services will be unavailable due to a planned system upgrade from Friday, November 8 at 4pm until Tuesday, November 12, 2019 at 8am.
- 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.

Ten Park Plaza, Suite 4160, Boston, MA 02116  
Tel: 857-368-4636, TTY: 857-368-0655  
[www.mass.gov/massdot](http://www.mass.gov/massdot)

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: «Code»
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 have until **December 3, 2019** to enroll in this service. You may also enroll over the telephone 24 hours per day / 7 days a week by calling 800-899-0180. If you need to enroll after the December 3, 2019 deadline please call 857-368-9500.

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](http://www.equifax.com)); Experian ([www.experian.com](http://www.experian.com)); and TransUnion ([www.transunion.com](http://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, slightly slanted style.

Jamey Tesler  
Acting Registrar of Motor Vehicles