



16423

January 30, 2020

NOTICE OF DATA INCIDENT

Dear [REDACTED]

We are writing regarding a data incident we recently experienced that may have impacted some of your personal information.

What You Can Do

We want to provide information on steps you can take at any time if you suspect you have been a victim of identity theft. We have no evidence to suggest that your personal information has been fraudulently used or compromised, but want to offer this information to enable you protect yourself. We encourage you to vigilantly review and monitor your financial account statements and credit reports, and report any suspicious or unrecognized activity immediately to the relevant financial institution, local law enforcement, your state Attorney General, or the Federal Trade Commission ("FTC").

File a Police Report

Under Massachusetts law, you have the right to file a police report regarding this incident. You may submit it to your creditors and others that may require proof of a crime.

Consider Requesting a Security Freeze

You may wish to request 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.

To place a security freeze on your credit report, you may send a written request to each of the three major consumer reporting agencies by regular, certified or overnight mail at the addresses below, or through each of the following websites or over the phone:

- 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, 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; (2) Social Security Number; (3) date of birth; (4) if you have moved in the past five years, the addresses where you have lived over the prior five 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; (7) Social Security Card, pay stub, or W2; and (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.



For More Information

We sincerely regret that this incident has occurred, and want to reassure you that we take the security of your personal information very seriously. If you have any questions about this notice or this incident or require further assistance, you can contact me personally at (818) 244-8080 x1351 or mgower@publicstorage.com.

Sincerely,

Morgan Gower
Counsel, Public Storage
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mgower@publicstorage.com