

VIA FEDERAL EXPRESS

16435

January 31, 2020



Dear [REDACTED]

We are sending this letter to you as part of Vinfen's commitment to client privacy. We are notifying you that a breach of privacy of your personal information was discovered on December 31, 2019. We take client privacy very seriously, and it is important to us that you are made fully aware of a potential privacy issue.

On December 31, 2019, we learned that your ACCS client record was missing; however, we do not believe these documents were ever reproduced, accessed or used by an unauthorized individual other than the individual who took the documents.

We are keenly aware of how important your personal information is to you. As a measure of added security, we are offering you one year of credit monitoring and reporting services at no cost to you. This service is performed through an organization that watches for and reports to you unusual credit activity, such as creating new accounts in your name. It can also request that the three credit bureaus place a "Fraud Alert" on your credit report. If you would like to receive this service, please respond to me at the phone number below by **March 1, 2020**.

We strongly encourage you to review your credit statements and financial accounts for unexplained activity as often as possible.

Massachusetts law also allows consumers to place a security freeze on their credit reports. 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.

If you are the victim of identity theft, you have the right to file a police report and obtain a copy of it. If you have been a victim of identity theft, and you provide the credit reporting agency with a valid police report, it cannot charge you to place, lift, or remove a security freeze. In all other cases, a credit reporting agency may charge you up to \$5.00 each to place, temporarily lift, or permanently remove a security freeze.

To place a security freeze on your credit report, you must send a written request to each of the three major consumer reporting agencies: Equifax (www.equifax.com); Experian (www.experian.com); and TransUnion (www.transunion.com) by regular certified or overnight mail at the addresses below:

Equifax Security Freeze
P.O. Box 105788
Atlanta, GA. 30348

Experian Security Freeze
P.O. Box 9554
Allen, TX 75013

Trans Union Security Freeze
Fraud Victim Assistance Department
P.O. Box 6790
Fullerton, CA 92834

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

1. Your full name (including your middle initial as well as Jr., Sr., II, III, etc);
2. Social security number;
3. Date of birth;
4. If you moved in the past (5) years, provide the addresses where you lived over the prior five years;
5. Proof of current address such as 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.)
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;
8. If you are not a victim of identity theft, include payment by check, money order, or credit card (Visa, MasterCard, American Express, or Discover only). Do not send cash through the mail.

Vinfen will reimburse you for the cost of the security freeze. If you have any interest in participating in such a program, please notify your Program Director, and we will make the proper arrangements as soon as possible.

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 can be used by you to authorize the removal or lifting of the security freeze.

To lift a security freeze in order to allow a specific entity or individual access to your credit report, you must call or send a written request to the credit reporting agencies by mail and include proper identification) 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 or the specific period of time you want the credit report available. The credit reporting agencies have (3) business days after receiving your request to lift the security freeze for those identified entities or for the specified period of time.

To remove a security freeze, you must send a written request to each of the three credit bureaus by mail and include 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 three (3) business days after receiving your request to remove the security freeze.

We sincerely apologize and regret that this situation has occurred. Vinfen is committed to providing quality care, including protecting your personal information and private health information, and we want to assure you that we have policies and procedures in place to protect your privacy.

If you would like to take advantage of the free credit monitoring service, or if you have any questions, please do not hesitate to contact me at 617-441-1777.

Sincerely,

A handwritten signature in black ink, appearing to read "M Becker". The signature is written in a cursive style with a large initial "M" and a long, sweeping underline.

Madeline Becker, Ph.D.
Vice President of Quality and Compliance