

16444

February 4, 2020

Dear (name of person):

As a valued partner, I am writing to inform you about a recent incident that involved personal information about you.

WHAT HAPPENED

We recently noticed that an unauthorized third party had accessed information in Deaf Services Unlimited email boxes between January 13 and 24, 2019. Although our investigation to date indicates that not all interpreters working with us were affected, we are notifying all potentially affected interpreters out of an abundance of caution so that they can take appropriate protective steps.

WHAT INFORMATION WAS INVOLVED

The incident potentially involved information submitted during your onboarding process, including name, mailing address, telephone number, social security number (or Employer Identification Number), and bank account and routing information. We anticipate that around 1,600 individuals could be impacted by this security event.

WHAT WE ARE DOING

In alignment with our information security program, we have taken steps to re-secure our email and computing environment to further harden it against compromise. In addition, we have retained forensic experts to investigate the incident and are cooperating with law enforcement and credit monitoring services in their investigation of and response to the incident.

In addition, as an added benefit to help protect your identity, we are offering [insert the name of the credit monitoring service]. With this protection, [insert the name of the credit monitoring service] will help you resolve issues if your identity is compromised.

You can enroll in free [insert the name of the credit monitoring service] services, by calling [insert the phone number of the credit monitoring service] or going to [insert URL] and following the onscreen instructions that will guide you through the enrollment process. You will need your Personal Verification Code to activate the service.

[update the following text based on the process to sign up]

- Step 1: Enter your First and Last Name
- Step 2: Enter your Email Address
- Step 3: Enter your Personal Verification Code
- Step 4: Click Continue Button
- Step 5: Enter the required information on the Personal Information Page

You must complete the enrollment process online at [insert URL] to take advantage of the identity theft protection services. By law we cannot do this on your behalf. We strongly suggest you take advantage of the services offered as a precautionary method of protecting your personal identity and credit.

Please note the deadline to enroll is [insert deadline to sign up for credit monitoring service].

WHAT YOU CAN DO

You should regularly review your account statements to identify suspicious or unusual activity on your account. Promptly report any such activity to your bank.

To protect yourself from the possibility of identity theft, we recommend that you immediately place a fraud alert on your credit files. A fraud alert conveys a special message to anyone requesting your credit report that you suspect you were a victim of fraud. When you or someone else attempts to open a credit account in your name, the lender should take measures to verify that you have authorized the request. A fraud alert should not stop you from using your existing credit cards or other accounts, but it may slow down your ability to get new credit. An initial fraud alert is valid for ninety (90) days. To place a fraud alert on your credit reports, contact one of the three major credit reporting agencies at the appropriate number listed below or via their website. One agency will notify the other two on your behalf. You will then receive letters from the agencies with instructions on how to obtain a free copy of your credit report from each.

- Equifax (888)766-0008 or www.fraudalert.equifax.com
- Experian (888) 397-3742 or www.experian.com
- TransUnion (800) 680-7289 or www.transunion.com

FOR MORE INFORMATION

We are committed to maintaining the highest level of confidence among our customers, and we sincerely apologize for the concern and inconvenience that this incident has caused. If you have questions or concerns about this, or if we can be of further assistance to you, please do not hesitate to call Carly Anderson at (800) 930-2580.

Sincerely,

Diana Kautzky