



16810

[Date]

[Individual Name]

[Street Address]

[City/State/Postal Code]

Dear [Individual Name]:

We are writing to notify you that on April 1, 2020, Oxfam discovered a data security incident that *may* have impacted some of your personal information. Massachusetts regulations prohibit us at this time from identifying the specific nature of the unauthorized access.

What Oxfam Is Doing To Address This Situation

Oxfam takes the security and confidentiality of the personal information entrusted to us very seriously. While Oxfam is not aware of and has not received any reports of the access or misuse of your personal information, it has taken the appropriate steps to ensure that your sensitive information has been secured. Oxfam is also conducting a thorough investigation into any unauthorized access of your personal information that may have occurred.

As a result of the potential unauthorized access of personal information, Oxfam will provide you, if you wish, with access to identity monitoring services provided by *InfoArmor*, an Allstate Company, at no charge.

How To Enroll For The Free Services

You will need to activate an account online by visiting www.privacyarmor.com/oxfam and clicking "Enroll Now" or by calling 1-800-789-2720 before May 29, 2020.

We have arranged a dedicated call center run by a third party, *InfoArmor*, to assist with questions about how to protect your identity following this incident. You may call *InfoArmor* at 1-800-789-2720, or email ClientServices@InfoArmor.com. They have a team of Privacy Advocates available 24/7.

What You Can Do To Address This Situation

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.

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 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

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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 must contact each of the three major consumer reporting agencies: Equifax (www.equifax.com); Experian (www.experian.com); and TransUnion (www.transunion.com):

Equifax Security Freeze
P.O. Box 105788
Atlanta, GA 30348
800-685-1111
www.equifax.com/personal/credit-report-services/credit-freeze

Experian Security Freeze
P.O. Box 9554
Allen, TX 75013
888-397-3742
www.Experian.com/freeze/center/html

Trans Union
P.O. Box 160
Woodlyn, PA 19094
888-909-8872
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. Social Security Number;
3. Date of birth;
4. If you have moved in the past five (5) years, provide the addresses where you have lived over the prior five years;
5. Proof of current address such as a 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.

The credit reporting agencies have one (1) business day after receiving your request by telephone or secure electronic means or three (3) business days after receiving your request by mail to place a security freeze on your credit report. 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

[Individual Name]

[Date]

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removal or lifting of the security freeze.

To lift the 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 a secure electronic means or 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 one (1) hour after receiving your request by telephone or secure electronic means or three (3) business days after receiving your request by mail to lift the security freeze for those identified entities or for the specified period of time.

Although Oxfam is not aware of any reports of the access or misuse of your personal information we suggest that you should remain vigilant for incidents of fraud and identity theft by regularly reviewing your account statements and monitoring free credit reports. If you discover any suspicious or unusual activity on your accounts or suspect fraud, be sure to report it immediately to your financial institutions. In addition, you may contact the Federal Trade Commission ("FTC"), law enforcement or the attorney general's office to report incidents of identity theft or to learn about steps you can take to protect yourself from identity theft. To learn more, you can go to the FTC's Web site, at identitytheft.gov, or call the FTC, at (877) IDTHEFT (877-438-4338) or write to Federal Trade Commission, 600 Pennsylvania Avenue, NW, Washington, DC 20580.

For More Information

At Oxfam we take our responsibilities to protect your personal information very seriously. We are deeply disturbed by this situation and apologize for any inconvenience it may cause. If you have any questions or need further information regarding this incident, you may contact William Sablove in HR (william.sablove@Oxfam.org). Please recognize however that at this time we are unable to provide you with specific information as to the nature of the possible unauthorized access to your personal information.

Sincerely,

Angie Castera
VP of People, Culture, & Global HR

