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♦FL. BOARD CERTIFIED CIVIL TRIAL
*FL. BOARD CERTIFIED WILLS,
TRUSTS AND ESTATES

** FL. BOARD CERTIFIED
BUSINESS LITIGATION AND
CONSTRUCTION LAW
†FL. BOARD CERTIFIED TAX LAW

<<Date>>

<<First Name>><<Last Name>>
<<Address 1>>
<<Address 2>>
<<City>><<State>><<Zip>>

Dear <<First Name>><<Last Name>>:

We are writing to inform you of a data security incident involving Gould Cooksey Fennell that may have resulted in the unauthorized access to some of your personal information. We take the privacy and protection of your personal information seriously. We sincerely apologize and regret any inconvenience this incident may cause. This letter contains information about what happened, steps we have taken, and the resources we are making available to you to protect your identity.

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 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 make a direct request by telephone, secure electronic means (website), or written request to each of the three major consumer reporting agencies: Equifax; Experian; and TransUnion at the addresses and/or numbers below:

Equifax Security Freeze
P.O. Box 105788
Atlanta, GA 30348
my.equifax.com/consumer-
registration
(800) 349-9960

Experian Security Freeze
P.O. Box 9554
Allen, TX 75013
experian.com/freeze
(888) 397-3742

TransUnion Security Freeze
Fraud Victim Assistance
Dept.
P.O. Box 2000
Chester, PA 19022-2000
transunion.com/credit-freeze
(888) 909-8872

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 (5) 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 a telephone or secure electronic request, or three (3) business days after receiving your written request, 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 removal or lifting of the security freeze. To permanently remove the security freeze, or to temporarily lift the security freeze for a specified period of time or to provide a specified entity access to your credit report, you must make a request either by phone, through secure electronic means (website), or send a written request to the credit reporting agencies by mail. Requests must include proper identification (name, address, and Social Security number) and the PIN or password provided to you when you placed the security freeze. To temporarily remove the security freeze, include the specific period of time you want the credit report available or the name of the entity you want to have access to your credit report.

In the case of a request by phone or secure electronic means, the security freeze will be lifted within one (1) hour after receiving the request for removal; or in the case of a request that is by mail, the credit reporting agencies have three (3) business days after receiving your request to permanently or temporarily remove the security freeze.

Out of an abundance of caution, we have secured the services of Kroll Information Assurance to provide identity monitoring at no cost to you for 18 months. Kroll is a global leader in risk mitigation and response, and their team has extensive experience helping people who have sustained an unintentional exposure of confidential data. Your identity monitoring services include Credit Monitoring, Fraud Consultation, and Identity Theft Restoration, should any unexpected need arise.

Visit <https://enroll.idheadquarters.com/redem> to activate and take advantage of your identity monitoring services. *You have until September 12, 2020 to activate your identity monitoring services.*

Membership Number: <<Member ID>>

We take data privacy and security very seriously and already had, in place, a designated internal committee that met regularly to discuss network security and to focus on integrating appropriate additional security measures and protocols to guard against a data breach incident. Our systems were designed to protect the data on our network, and those systems prevented access to our

data, other than the information that was included in the single employee's email account. Upon learning of the incident, we took additional steps to improve our data security, including conducting additional data protection training with our personnel and integrating two factor identification when an unrecognized device requests a connection to our network.

We sincerely regret any inconvenience that this matter may cause you and remain dedicated to maintaining the security and protection of your information. Enclosed is an addendum outlining additional steps you can take to protect your personal information. If you have any questions, please feel free to contact me at (772) 231-1100 or the Kroll call center, toll free phone number 1-844-959-1780, which is available Monday through Friday, 9:00 a.m. to 7:00 p.m., Eastern Time.

Sincerely,

{Insert Name of Attorney}

We have secured the services of Kroll to provide identity monitoring at no cost to you for <<one year/two years>>. Kroll is a global leader in risk mitigation and response, and their team has extensive experience helping people who have sustained an unintentional exposure of confidential data. Your identity monitoring services¹ include Credit Monitoring, Fraud Consultation, and Identity Theft Restoration.

How to Activate Your Identity Monitoring Services

1. You must activate your identity monitoring services by September 12, 2020. Your Activation Code will not work after this date.
2. Visit <https://enroll.idheadquarters.com/redeem> to activate your identity monitoring services.
3. Provide Your Activation Code: <<Enter Activation Code>> and Your Verification ID: <<Enter Verification ID>>
4. To sign in to your account after you have activated your identity monitoring services, please visit <https://login.idheadquarters.com/>

If you have questions, please call 1-844-959-1780, Monday through Friday from 9:00 a.m. to 6:30 p.m. Eastern Time.

Take Advantage of Your Identity Monitoring Services

You've been provided with access to the following services¹ from Kroll:

Single Bureau Credit Monitoring

You will receive alerts when there are changes to your credit data—for instance, when a new line of credit is applied for in your name. If you do not recognize the activity, you'll have the option to call a Kroll fraud specialist, who can help you determine if it's an indicator of identity theft.

Fraud Consultation

You have unlimited access to consultation with a Kroll fraud specialist. Support includes showing you the most effective ways to protect your identity, explaining your rights and protections under the law, assistance with fraud alerts, and interpreting how personal information is accessed and used, including investigating suspicious activity that could be tied to an identity theft event.

Identity Theft Restoration

If you become a victim of identity theft, an experienced Kroll licensed investigator will work on your behalf to resolve related issues. You will have access to a dedicated investigator who understands your issues and can do most of the work for you. Your investigator can dig deep to uncover the scope of the identity theft, and then work to resolve it.

¹ Kroll's activation website is only compatible with the current version or one version earlier of Chrome, Firefox, Safari and Edge. To receive credit services, you must be over the age of 18 and have established credit in the U.S., have a Social Security number in your name, and have a U.S. residential address associated with your credit file.