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# Acorn Deck House Company

*Trudeau Homes International*

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852 Main Street, Acton, MA 01720    AcornDeckHouse.com    800.727.3325 | Fax: 978.263.6850

[Date], 2020

[Insert Recipient's Name]

[Insert Address]

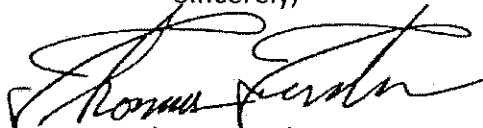
[Insert City, State, Zip]

Dear [Insert name]:

We are writing to notify you as a current or former employee that our computer systems, including a server where your personal information may have been stored in electronic files, has been infected with a virus. While we continue to investigate the scope of this incident, due to the nature of the attack, we do not know at this time whether your information was accessed by any unauthorized individual, which we believe is possible. As such, we are providing this notice, and we want to proactively provide you with two years of credit and fraud monitoring services, as well as identity theft insurance at no cost. Enrollment instructions can be found in the attached pages.

We understand the seriousness of this matter, and we encourage you to enroll in the credit and fraud monitoring services using the instructions on the attached pages. If you have any questions or concerns regarding this matter, please do not hesitate to contact me at 800.727.3325 or [ttrudeau@trudeauhomes.com](mailto:ttrudeau@trudeauhomes.com).

Sincerely,



Thomas Trudeau

## CREDIT MONITORING

Trudeau Homes is offering you two years of **Triple Bureau Credit Monitoring/Triple Bureau Credit Report/Public Records Monitoring/Cyber Monitoring\*** with identity theft insurance and restoration services at no cost. For two years from the date of enrollment, these services will alert you when changes occur to any of one of your Experian, Equifax or TransUnion credit files. Notifications are sent to you the same day that the change or update takes place. The following public records will also be monitored: Change of Address, Court Records and Social Security number trace, and Payday Loan. If your personally identifiable information is found online or on the dark web, you will be notified. In addition, we are providing proactive fraud assistance to answer questions you may have or in the event you become a victim of fraud. These services will be provided by CyberScout, a company that specializes in identity theft education and resolution.

To enroll in Credit Monitoring\* services at no charge, please log on to <https://www.myidmanager.com> and follow the instructions provided. When prompted please provide the following unique code to receive services:  
<CODE HERE>.

For guidance with the CyberScout services, or to obtain additional information about these services, please call the CyberScout help line 1-800-405-6108 and supply the fraud specialist with your unique code.

## WHAT YOU CAN DO

You are encouraged to remain vigilant against fraud and identity theft, including over the next twelve to twenty-four months, by regularly reviewing financial account statements and monitoring credit reports for suspicious activity, and to immediately report any unauthorized charges to the card issuer. The phone number to call is usually on the back of the credit or debit card. Any incidents of suspected identity theft may be reported to financial institutions and law enforcement, including the Federal Trade Commission. Under U.S. law you are entitled to one free credit report annually from each of the three major credit reporting bureaus. To order your free credit report, visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call, toll-free, 1-877-322-8228. You may also contact the three major credit bureaus directly to request a free copy of your credit report at the numbers and websites identified below.

You also have the right to place a "security freeze" on your credit report at no cost or charge, which will prohibit a consumer reporting agency from releasing information in your credit report without your express authorization. The security freeze is designed to prevent credit, loans, and services from being approved in your name without your consent. However, you should be aware that using a security freeze to take control over who may access the personal and financial information in your credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application you make regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, you cannot be charged to place or to lift a security freeze on your credit report. Should you wish to place a security freeze, or to obtain a free copy of your credit report, please contact the major consumer reporting agencies:

### Equifax

P.O. Box 10569  
Atlanta, Georgia 30348  
1-866-836-3651 / 1-800-525-6285  
800-685-1111  
<http://equifax.com/personal/credit-report-services>

### Experian

P.O. Box 4500  
Allen, Texas 75013  
1-888-397-3742  
<https://www.experian.com/help/>

### TransUnion

P.O. Box 2000  
Chester, Pennsylvania 19106  
1-800-916-8800 / 1-800-680-7289  
888-909-8872  
<https://www.transunion.com/credit-help>

You will need to supply your name, address, date of birth, Social Security number and other personal information. After receiving your freeze request, each credit bureau will provide you with a unique PIN (personal identification number) or password. Keep the PIN or password in a safe place. You will need it if you choose to lift the freeze. For more information, please see: <https://www.consumer.ftc.gov/articles/0497-credit-freeze-faqs#place>.

As an alternative to a security freeze, you have the right to place a "fraud alert" on your file at no cost. An initial fraud alert is a 1-year alert that is placed on a consumer's credit file. Upon seeing a fraud alert display on a consumer's credit file, a

business is required to take steps to verify the consumer's identity before extending new credit. If you are a victim of identity theft, you are entitled to an extended fraud alert, which is a fraud alert lasting seven years. Should you wish to place a fraud alert, please contact any one of the agencies. You may also contact the Federal Trade Commission for additional information regarding consumer protection at:

Federal Trade Commission  
Bureau of Consumer Protection  
600 Pennsylvania Ave., NW  
Washington, DC 20580  
Toll-Free: (877) 438-4338  
TTY: 1-866-653-4261

<https://www.identitytheft.gov>

<http://ftc.gov/idtheft>

<https://www.consumer.ftc.gov/articles/0235-identity-theft-protection-services>

You may obtain additional information from the Federal Trade Commission and the credit reporting agencies listed above about fraud alerts and security freezes. You may also obtain a police report from the Acton Massachusetts Police Department at no cost. If you suspect you have been the victim of identity theft, you are advised to report suspected identity theft to law enforcement, including the Attorney General and the Federal Trade Commission.

\* Services marked with an "\*" require an internet connection and e-mail account and may not be available to minors under the age of 18 years of age. Please note that when signing up for monitoring services, you may be asked to verify personal information for your own protection to confirm your identity.