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pamm.org

Return Mail Processing Center
P.O. Box 6336
Portland, OR 97228-6336

<<Name 1>>

<<Name 2>>

<<Address 1>>

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<<Address 3>>

<<Address 4>>

<<Address 5>>

<<City>><<State>><<Zip>>

<<Date>>

<<Country>>

Dear <<Name 1>>:

We are writing to inform you about a data incident experienced by Blackbaud, a vendor the Pérez Art Museum Miami (PAMM) uses for fundraising and financial management software. On July 16, Blackbaud notified PAMM that an unauthorized third party obtained data from Blackbaud as part of an attempted ransomware attack. On August 26th, we learned that the attack may have exposed credit card and bank account information for certain customers and donors. For the past month, PAMM has been working with Blackbaud and external professionals to learn more about the incident and the scope of information involved. Blackbaud has released an official statement at www.blackbaud.com/securityincident.

We encourage you to remain vigilant by reviewing your account statements and free credit reports. To obtain an annual free copy of your credit reports, visit www.annualcreditreport.com or call 1-877-322-8228. Review your credit reports carefully for inquiries from companies you did not contact, accounts you did not open or debts on your accounts that you do not recognize. Also make sure to verify the accuracy of your Social Security Number, address(es), complete name and employer(s) information. If information on a report is incorrect, notify the credit bureau directly using the telephone number on the report.

If you notice fraudulent activity, please contact your bank or credit card company immediately. You may also consider placing a fraud alert or security freeze on your credit file – credit bureaus have tools you can use to protect your credit, including fraud alerts and security freezes. A fraud alert is a cautionary flag, which is placed on your credit file to notify lenders and others that they should take special precautions to ensure your identity before extending credit. Although this may cause some short delay if you are the one applying for credit, it might protect against someone else





obtaining credit in your name. Call any one of the three credit reporting agencies at the numbers below to place fraud alerts with all three of the agencies.

Equifax	Experian	TransUnion
1-866-349-5191	1-888-397-3742	1-800-916-8800

A security freeze is a more dramatic step that will prevent lenders and others from accessing your credit report entirely, which will prevent them from extending credit. With a security freeze in place, even you will need to take special steps when applying for credit. A security freeze may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit mortgages, employment, housing or other services. A security freeze will need to be obtained separately from each credit reporting agency. You must contact each credit agency separately to order a security freeze. You can obtain more information by visiting the credit bureaus at the following addresses.

Equifax – https://www.freeze.equifax.com/Freeze/jsp/SFF_PersonalIDInfo.jsp
Experian – http://www.experian.com/consumer/security_freeze.html
TransUnion – <http://www.transunion.com/personal-credit/credit-disputes/credit-freezes.page>

There is no fee to freeze or unfreeze your credit. In order to place a security freeze, you may be required to provide the credit-reporting agency with information that identifies you including your full name, Social Security number, date of birth, and current and previous addresses. Pursuant to Massachusetts law, you also maintain the ability to obtain a police report.

You can obtain more information about fraud alerts, security freezes, and other options available to you by visiting or calling the Federal Trade Commission using the contact information below.

Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, DC 20580
(202) 326-2222
<https://www.ftc.gov/>

We appreciate our relationship with you and protecting the privacy of your personal information is important to us. We sincerely regret any inconvenience the Blackbaud incident may cause you. Should you have any further questions, please call our Customer Response Center at (786) 345-5688 or email us at PAMMinfo@pamm.org.

Sincerely,

/s/ Mark Rosenblum

Mark B. Rosenblum
Chief Operating Officer

