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TOWN OF BUCKLAND
MASSACHUSETTS



Oct. 1, 2020

Dear [REDACTED]

I am writing to notify you regarding the potential disclosure of information that contained your personal information, which the Town became aware of on or about September 21, 2020.

The Town of Buckland has no direct knowledge that your personal information has been improperly used or further disclosed and has immediately taken all available steps to prevent further disclosure and fully investigated this matter. Nonetheless, the Town wanted to notify you of the potential disclosure so that you may take any steps you feel are appropriate under the circumstances. The Town is fully committed to the privacy and security of personal information.

Under Massachusetts law, you have a right to obtain any police report filed in regard to this incident. Massachusetts law also allows you to place a security freeze on your credit reports. It is recommended that you notify the three credit bureaus to place a security freeze on your credit report. Placing a security freeze with a credit reporting agency prohibits the agency from releasing any information from your credit report without your written authorization.

To place a security freeze on your credit report, you must send a request to each of the three major consumer reporting agencies, Equifax, Experian and TransUnion. Each credit bureau has specific requirements to place a security freeze. Review these requirements prior to sending your request.

Equifax Security Freeze- 1 (888) 548-7878

<https://www.equifax.com/personal/credit-report-services/credit-freeze/>

Experian Security Freeze- 1-(888) 397-3742

<https://www.experian.com/blogs/ask-experian/credit-education/preventing-fraud/security-freeze/>

TransUnion Security Freeze – 1-(800) 916-8800

<https://www.transunion.com/credit-freeze>

In order to request a security freeze on your own behalf, you may 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;

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PHONE: (413) 625-6330 • FAX: (413) 625-8570

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September 30, 2020

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, passport, 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;
8. If you are not a victim of identity theft, include payment by check, money order, or credit card. Do not send cash through the mail.

The credit reporting agencies have three (3) business days after receiving your request to place a security freeze on your account. 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 that can be used to authorize the lifting or removal of the security freeze.

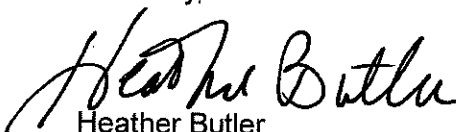
To later lift the security freeze in order to allow access to your credit report for a particular purpose and/or time, you must call or send a request to each credit reporting agency and include proper identification and the PIN number or password provided to you when you placed the security freeze as well as the identities of those entities that you would like to receive your credit report and/or the specific period of time you want the credit report available. To remove the security freeze, you must send a request to each of the three credit bureaus and include proper identification and the PIN number or password provided to you when you placed the security freeze.

The Town will provide you with eighteen (18) months of credit monitoring if you choose to enroll in the Complete Premier credit monitoring service through Equifax at no charge. If you would like to enroll in the Equifax Complete Premier Plan credit monitoring service, please sign up for such service and then contact me at your earliest convenience to facilitate reimbursement. Information about the Plan is available online at: <https://www.equifax.com/personal/products/credit/monitoring-and-reports/> or by calling 1 (888) 548-7878.

For your information, a copy of the Massachusetts Attorney General's Handbook on additional steps that may be taken to protect your identity in the case of a potential disclosure of information is available online at: <https://www.mass.gov/doc/id-theft-guidepdf/download>.

I assure you that the Town is committed to the safety of your information. Thank you for your cooperation in this regard.

Sincerely,

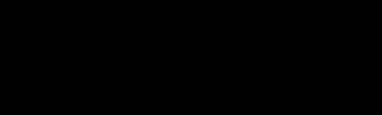


Heather Butler
Town Administrator

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Heather Butler
Town Administrator