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Tennessee Baptist  
Children's Homes

Return Mail Processing Center  
PO Box 6336  
Portland, OR 97228-6336

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<<Date>>

Dear <<Name 1>>:

Blackbaud, Inc. ("Blackbaud") - the cloud computing provider that Tennessee Baptist Children's Homes, Inc. ("TBCH") uses to organize and store information about members of our community - recently provided TBCH with new information about an incident at Blackbaud earlier this year that resulted in the exposure of your personal information. This letter contains additional information about the incident and steps you can take to protect yourself.

### **What Happened**

In July 2020 Blackbaud notified hundreds of organizations, including TBCH, that Blackbaud experienced an incident in May 2020 which resulted in the unauthorized exposure of personal information maintained by organizations on Blackbaud's platforms.

Although Blackbaud initially advised TBCH that your social security number was not exposed as a result of the incident, Blackbaud recently informed TBCH that your social security number was in fact exposed to an unauthorized individual as a result of this incident. That being said, according to Blackbaud, there is no indication that any of the information listed above has been misused or further disseminated. Blackbaud has also assured us that they have implemented several changes to protect your data from any subsequent incidents.

### **What We Are Doing**

We continue to closely monitor the situation and we are working with cybersecurity counsel to determine the actions to take in response. Further, as a safeguard, we are providing you with access to Single Bureau Credit Monitoring services at no charge. Services are for 24 months from the date of enrollment. When changes occur to your Experian credit file, notification is sent to you the same day the change or update takes place with the bureau.

In addition, we are providing you with proactive fraud assistance to help with any questions you might have. In the event you become a victim of fraud you will also have access remediation support from a CyberScout Fraud

Tennessee Baptist Children's Homes, Inc.  
1310 Franklin Rd, Brentwood, TN 37027

Investigator. In order for you to receive the monitoring service described above, you must enroll by December 28, 2020.

### **What You Can Do**

To enroll in Credit Monitoring services at no charge, please navigate to the following link:  
**<https://www.cyberscouthq.com/epiq263?ac=263HQ819>**

If prompted, please provide the following unique code to gain access to services: **263HQ819**. Once registered, you can access Monitoring Services by selecting the "Use Now" link to fully authenticate your identity and activate your services. **Please ensure you take this step to receive your alerts.** In order for you to receive the monitoring services described above, you must enroll by December 28, 2020.

In addition to signing up for the complimentary credit monitoring services, out of an abundance of caution, we are encouraging you to go online and check your personal bank accounts and credit reports for any unfamiliar activity. Further, we encourage you to review the enclosed list of recommended steps you can take to protect yourself from identity theft.

Massachusetts law also allows consumers to place a security freeze on their credit reports. A security freeze prohibits a credit reporting agency from releasing any information from a consumer's credit report without written authorization. A security freeze may be placed free of charge. 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  
[www.freeze.equifax.com](http://www.freeze.equifax.com)  
800-525-6285

#### **Experian Security Freeze**

P.O. Box 9554  
Allen, TX 75013  
[www.experian.com/freeze](http://www.experian.com/freeze)  
888-397-3742

#### **TransUnion (FVAD)**

P.O. Box 2000  
Chester, PA 19022  
[freeze.transunion.com](http://freeze.transunion.com)  
800-680-7289

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.

### **For More Information**

Please know that the protection of your personal information is a top priority, and we sincerely regret any concern or inconvenience that this matter may cause you. If you have any questions, please do not hesitate to call 855-914-4679, Monday – Friday, 8 am to 8:00 pm, Central Time.

Sincerely,

A handwritten signature in cursive script that reads "Greg McCoy". The signature is written in black ink and is positioned above the typed name and title.

Greg McCoy  
President/Treasurer  
Tennessee Baptist Children's Homes, Inc.