

**MATTAPAN COMMUNITY HEALTH CENTER**

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

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<<Date>>

Dear <<Name 1>>:

Mattapan Community Health Center ("MCHC") writes to inform you of a recent event that may affect the security of some of your personal information. While, to date, we have no evidence that your information has been misused, we are making you aware of the event, so you may take steps to better protect your information, should you feel it appropriate to do so.

What Happened? On October 16, 2020, MCHC became aware of unusual activity related to an employee's email account. MCHC immediately took steps to change the user's password and commenced an investigation to determine the nature and scope of the incident with assistance from third-party computer forensic specialists. On October 29, 2020, the investigation determined that an unauthorized actor(s) gained access to an MCHC employee email account at various times between July 28 - October 15, 2020.

The contents of the impacted email account were next reviewed through a manual and programmatic process to determine what sensitive data may have been accessible. We confirmed the identities of the individuals who may have had information accessible as a result of the incident and launched a review of our files to ascertain address information for the impacted individuals. Although we are unaware of any actual or attempted misuse of your information, we are providing you this notification out of an abundance of caution because your information was present in the impacted email account.

What Information Was Involved? Our investigation determined that the following information related to you was present in the email account at the time of the incident: <<Data Elements>>, and name.

What We Are Doing. The confidentiality, privacy, and security of information in our care is one of our highest priorities. Upon learning of unusual activity in an employee email account, we immediately commenced an investigation to confirm the nature and scope of the event and identify what personal information may have been present in the affected emails. With the assistance of third-party forensic investigators, we have been working to identify and put in place resources to assist potentially affected individuals. While we have stringent security measures in place to protect information in our care, we are implementing additional safeguards to further protect the security of information in our systems, including the implementation of multi-factor authentication for all employee email accounts. We will also be reporting this incident to the U.S. Department of Health and Human Services, prominent news media outlets in the Boston area, and state regulators, as appropriate.

As an added precaution, we are offering you access to twenty-four (24) months of credit monitoring and identity theft restoration service through TransUnion at no cost to you. The cost of these services will be paid for by MCHC. More information on these services, as well as instructions about how to enroll, may be found in the enclosed "Steps You Can Take To Help Protect Your Information." Please note that you must complete the enrollment process, as we are not able to enroll you in these services on your behalf.

What You Can Do. We encourage you to review the enclosed "Steps You Can Take to Help Protect Your Information." You may also enroll to receive the credit monitoring and identity restoration services we are offering at no cost to you.

For More Information. We understand you may have questions about this incident that are not addressed in this letter. If you have additional questions, please call our dedicated assistance line at 800-340-1781 (toll free), between 9:00 a.m. and 9:00 p.m. Eastern Time, Monday through Friday.

Again, MCHC takes the privacy and security of the personal information in our care seriously. We sincerely regret any inconvenience or concern this incident may cause you.

Sincerely,

A handwritten signature in black ink, reading "Guale Valdez". The signature is written in a cursive style with a large, stylized 'G' and 'V'.

Guale Valdez
President and CEO
Mattapan Community Health Center

STEPS YOU CAN TAKE TO HELP PROTECT YOUR INFORMATION

Enroll in Credit Monitoring

Complimentary Two-Year *myTrueIdentity* Credit Monitoring Service

As a safeguard, we have arranged for you to enroll, at no cost to you, in an online credit monitoring service (*myTrueIdentity*) for two years provided by TransUnion Interactive, a subsidiary of TransUnion,[®] one of the three nationwide credit reporting companies.

How to Enroll: You can sign up online or via U.S. mail delivery

- To enroll in this service, go to the *myTrueIdentity* website at **www.MyTrueIdentity.com** and, in the space referenced as "Enter Activation Code," enter the 12-letter Activation Code <<Insert Unique 12-letter Activation Code>> and follow the three steps to receive your credit monitoring service online within minutes.
- If you do not have access to the Internet and wish to enroll in a similar offline, paper-based credit monitoring service, via U.S. mail delivery, please call the TransUnion Fraud Response Services toll-free hotline at 1-855-288-5422. When prompted, enter the six-digit telephone passcode <<Insert static six- digit Telephone Pass Code>> and follow the steps to enroll in the offline credit monitoring service, add an initial fraud alert to your credit file, or to speak to a TransUnion representative if you believe you may be a victim of identity theft.

You can sign up for the online or offline credit monitoring service anytime between now and <<Enrollment Deadline>>. Due to privacy laws, we cannot register you directly. Please note that credit monitoring services might not be available for individuals who do not have a credit file with TransUnion or an address in the United States (or its territories) and a valid Social Security number. Enrolling in this service will not affect your credit score.

ADDITIONAL DETAILS REGARDING YOUR 24-MONTH COMPLIMENTARY CREDIT MONITORING SERVICE:

- Once you are enrolled, you will be able to obtain two years of unlimited access to your TransUnion credit report and credit score.
- The daily credit monitoring service will notify you if there are any critical changes to your credit file at TransUnion, including fraud alerts, new inquiries, new accounts, new public records, late payments, changes of address, and more.
- The service also includes access to an identity restoration program that provides assistance in the event that your identity is compromised and up to \$1,000,000 in identity theft insurance with no deductible. (Policy limitations and exclusions may apply.)

Monitor Accounts

We encourage you to remain vigilant against incidents of identity theft and fraud, to review your account statements, and to monitor your credit reports for suspicious activity. 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 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.

You have the right to place a "security freeze" on your credit report, 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 gets access to 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 lift a security freeze on your credit report. Should you wish to place a security freeze, please contact the major consumer reporting agencies listed below:

Experian

P.O. Box 9554
Allen, TX 75013
1-888-397-3742

www.experian.com/freeze/center.html

TransUnion

P.O. Box 160
Woodlyn, PA 19094
1-888-909-8872

www.transunion.com/credit-freeze

Equifax

P.O. Box 105788
Atlanta, GA 30348-5788
1-800-685-1111

www.equifax.com/personal/credit-report-services

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 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.

As an alternative to a security freeze, you have the right to place an initial or extended "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 listed below:

Experian

P.O. Box 9554
Allen, TX 75013
1-888-397-3742

www.experian.com/fraud/center.html

TransUnion

P.O. Box 2000
Chester, PA 19106
1-800-680-7289

www.transunion.com/fraud-victim-resource/place-fraud-alert

Equifax

P.O. Box 105069
Atlanta, GA 30348
1-888-766-0008

www.equifax.com/personal/credit-report-services

Additional Information

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. Please note that in order to file a report with law enforcement for identity theft, you will likely need to provide some proof that you have been a victim. You can further educate yourself regarding identity theft, fraud alerts, security freezes, and the steps you can take to protect yourself by contacting the consumer reporting agencies, the Federal Trade Commission, or your state Attorney General. The Federal Trade Commission can be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580, www.identitytheft.gov, 1-877-ID-THEFT (1-877-438-4338); TTY: 1-866-653-4261. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. You can obtain further information on how to file such a complaint by way of the contact information listed above. Instances of known or suspected identity theft should also be reported to law enforcement and your state Attorney General. This notice has not been delayed by law enforcement.