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January 15, 2021

[Name & Address of Individual]

Dear [Name of Individual]:

I am writing to notify you that your personal information may have been acquired or used for an unauthorized purpose by a former employee of the Massachusetts Department of Unemployment Assistance (DUA) while the former employee was employed at DUA from April to September 2020. DUA is actively investigating this matter and will keep you informed regarding any developments that specifically affect or concern you.

Attached is a notice required under Massachusetts General Laws Chapter 93H that describes your right to place a security freeze on your credit reports free of charge and provides related information.

Additionally, DUA is offering you credit monitoring services for 24 months through Experian's IdentityWorks at no cost to you. Please see the additional information provided at the end of this letter. If you wish to enroll in these services, you will need to do so by **January 13, 2022 by visiting the Experian website (<https://www.experianidworks.com/3bplus>)** and providing your activation code: **XXXXXXXXXX**. You will also need to provide the following Engagement Number: **B008555**.

DUA considers identity theft to be an extremely serious matter and places the utmost importance on protecting the confidentiality and security of all personal information in its custody. Accordingly, DUA regrets this incident, and we apologize for any concern it may give you.

If you have any questions about this matter, please do not hesitate to call me at (617) 626-5615.

Sincerely,

Paul Demakis

Paul Demakis
Deputy Chief Counsel