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The Commonwealth of Massachusetts

Department of Revenue

Administrative Affairs Division

Risk Management and Assessment Bureau

GEOFFREY E. SNYDER
COMMISSIONER

P.O. Box 9567

Boston, MA 02114-9567

KRISTIN D. LINDQUIST
DEPUTY COMMISSIONER

[DATE]

[NAME]
[ADDRESS]

Dear []:

I am writing to notify you that on [DATE], the Department of Revenue learned of an unauthorized acquisition of your personal information. At this time, the Department is not aware of any information suggesting that your personal information has been used to commit identity theft or fraud. Nevertheless, attached is a notice, as required under Massachusetts General Laws Chapter 93H, describing your right to security freezes and providing related information.

Additionally, DOR 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 enroll by **February 18, 2021 at the Experian at website <https://www.experianidworks.com/3bplus>** and provide your activation code: []. You will also need to provide the following Engagement Number: []. Please reach out to an Experian agent at 1-877-890-9332 if you have any questions regarding the credit monitoring services.

If you should have any other questions, please contact the Department's Administrative Affairs Division at (617) 626-2130.

Sincerely,

John P. Mogni
Director
Internal Audit and Risk Management
Department of Revenue

HOW TO ACTIVATE YOUR 24-MONTH EXPERIAN IDENTITYWORKS MEMBERSHIP:

If you wish to enroll in these services, please activate your membership by following the steps below:

- Ensure that you enroll by the end date provided on the first page of the letter: (Your code will not work after this date.)
- Visit the Experian IdentityWorks website to enroll:
<https://www.experianidworks.com/3bplus>
- Provide your activation code from the first page of the letter.

A credit card is **not** required for enrollment in Experian IdentityWorks.

You can contact Experian **immediately** regarding any fraud issues, and have access to the following features once you enroll in Experian IdentityWorks:

- **Experian credit report at signup:** See what information is associated with your credit file. Daily credit reports are available for online members only.*
- **Credit Monitoring:** Actively monitors Experian, Equifax and Transunion files for indicators of fraud.
- **Internet Surveillance:** Technology searches the web, chat rooms & bulletin boards 24/7 to identify trading or selling of your personal information on the Dark Web.
- **Identity Restoration:** Identity Restoration specialists are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARE™:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **Up to \$1 Million Identity Theft Insurance**:** Provides coverage for certain costs and unauthorized electronic fund transfers.

If you believe there was fraudulent use of your information and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent at 1-877-890-9332. If, after discussing your situation with an agent, it is determined that Identity Restoration support is needed, then an Experian Identity Restoration agent is available to work with you to investigate and resolve each incident of fraud that occurred (including, as appropriate, helping you with contacting credit grantors to dispute charges and close accounts; assisting you in placing a freeze on your credit file with the three major credit bureaus; and assisting you with contacting government agencies to help restore your identity to its proper condition).

Please note that this Identity Restoration support is available to you for one year from the date of this letter and does not require any action on your part at this time. The Terms and Conditions for this offer are located at www.ExperianIDWorks.com/restoration. You will also find self-help tips and information about identity protection at this site.

* Offline members will be eligible to call for additional reports quarterly after enrolling.

** The Identity Theft Insurance is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

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