



**RHODE ISLAND
DEPARTMENT OF ENVIRONMENTAL MANAGEMENT
OFFICE OF THE DIRECTOR**

235 Promenade Street, Room 425
Providence, Rhode Island 02908

«First_name» «Last_name»

«Street»

«City», «State» «Zip»

RE: NOTICE OF UNAUTHORIZED DATA RELEASE

Dear «First_name» «Last_name» :

We are writing to inform you about an incident that resulted in the unauthorized release of your personal information. Rhode Island Department of Environmental Management ("DEM") records indicate that you are included among the individuals whose personal information was inadvertently released between April 9, 2024 through May 7, 2024. While this incident did not involve a breach of our computer network or servers and was not part of any unauthorized access, we felt it was important to alert you to this issue.

Under Massachusetts law, you have the right to file and obtain a 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.

WHAT WE ARE DOING

To assist you in protecting yourself against identity theft, we have arranged to make available to you 18 months of free triple bureau, identity theft resolution services provided by IDIQ's IdentityIQ service. Details on how to enroll are enclosed. **Please note that you must enroll by July 31, 2024 with your unique code to take advantage of this free service and we encourage you to do so.**

WHAT YOU CAN DO

It is important to remain vigilant to the threats of identity theft or fraud by regularly reviewing and monitoring your accounts and credit history for any signs of unauthorized transactions or activity.

If you ever suspect you are a victim of identity theft or fraud, you may contact your local police agency to report any incident or irregularities involving your accounts and credit history. You can also access additional information online on how to protect your identity at:
<https://www.consumer.gov/idtheft>

You may also place a security freeze on your credit reports, free of charge. A security freeze prohibits a credit reporting agency from releasing any information from a consumer's credit report without written authorization. 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. Under federal law, you cannot be charged to place, lift, or remove a security freeze.

You must place your request for a freeze with each of the three major consumer reporting agencies: Equifax (www.equifax.com); Experian (www.experian.com); and TransUnion (www.transunion.com). To place a security freeze on your credit report, you may send a written request by regular, certified, or overnight mail at the addresses below. You may also place a security freeze through each of the consumer reporting agencies' websites or over the phone, using the contact information below:

Equifax Security Freeze

P.O. Box 105788

Atlanta, GA 30348

1-800-525-6285

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

Experian Security Freeze

P.O. Box 9554

Allen, TX 75013

1-888-397-3742

<https://www.experian.com/freeze/center.html>

TransUnion Security Freeze

P.O. Box 160

Woodlyn, PA 19094

1-800-680-7289

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

In order to request a security freeze, you will need to provide some or all of the following information to the credit reporting agency, depending on whether you do so online, by phone, or by mail:

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, the addresses where you have lived over the prior five years;
5. Proof of current address, such as current utility bill, telephone bill, rental agreement, or deed;
6. A legible photocopy of a government issued identification card (state driver's license or ID card, military identification, etc.);
7. Social Security Card, pay stub, or W2;
8. If you are a victim of identify theft, include a copy of either the police report, investigative report, or complaint to law enforcement agency concerning identify theft.

To lift the security freeze to allow a specific entity or individual access to your credit report, you must make a request to each of the credit reporting agencies by mail, through their website, or by phone (using the contact information above). You may also temporarily lift a security freeze for a specified period of time rather than for a specific entity or individual (using the contact information above). You will need to provide proper identification and a pin or password provided or created at the time the freeze was initiated by the credit bureau. The credit bureaus have between on (1) hour (for requests made online) and three (3) business days (for request made by mail) after receiving your request to lift the security freeze for those identified entities or for the specified period of time.

To remove the security freeze, you must make a request to each of the credit reporting agencies by mail, through their website, or by phone (using the contact information above). You will need to provide proper identification and a pin or password provided or created at the time the freeze was initiated by the credit bureau. The credit bureaus have between on (1) hour (for requests

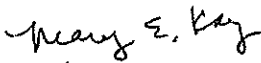
made online) and three (3) business days (for request made by mail) after receiving your request to remove the security freeze.

FOR MORE INFORMATION

Please be assured that we are committed to helping you protect your credit and identity and ensuring that your information is safe and secure. We regret this incident and apologize for any concern it may have caused you.

If you have further questions in regard to the data release, please do not hesitate to contact the DEM's Division of Law Enforcement at (401) 222-1981, Monday-Friday between 9:00 a.m. to 4:00 p.m. Eastern. Details on credit monitoring and customer service information for enrollment are enclosed.

Sincerely,



Mary Kay
Assistant Director and Chief Legal Counsel
RI Department of Environmental Management

IDIQ'S IDENTITYIQ® SERVICE

The Department of Environmental Management (DEM) is providing you with an IdentityIQ® membership at no charge for 12 months. After you complete activation, you'll have increased visibility into any possible fraudulent activity. You will also have an insurance policy of up to \$1 million in coverage should you experience identity fraud and an Identity Restoration team to guide you through the recovery process. **Activation codes must be used on or before July 31, 2024.**

To activate your membership and start monitoring your personal information, please follow the steps below:

- **Enroll by JULY 31, 2024** (Your code will not work after this date.)
- **Go to** this web address URL:
<https://www.identityiq.com/securepro.aspx?offercode=43128788> [identityiq.com]
- **Enter** your activation code: «Discount_Code»

If you have questions about the IdentityIQ monitoring service, please contact:

Identity IQ's Customer Service

877-875-IDIQ (4347)

Monday - Friday 7:00 am to 6:00 pm Central Time

Saturdays 8:30 pm to 5:00 pm Central Time

Be prepared to provide your activation code so you can activate your membership if you have not already.

Your IdentityIQ® service includes:

- **3 Bureau Credit Report at Signup:** See what information is associated with your credit file.
- **Credit Monitoring:** Actively monitors all three credit bureaus for indicators of fraud.
- **Dark Web Monitoring:** Technology searches the web, chat rooms, and bulletin boards 24/7 to identify trading or selling of your personal information on the dark web.
- **Identity Restoration:** Identity Restoration specialists are available to help you address credit and non-credit related fraud.
- **Up to \$1 Million Identity Theft Insurance*:** Provides coverage for certain costs and unauthorized electronic fund transfers.
- **Additional identity monitoring alerts.**

* Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of American International Group, Inc. (AIG). The description herein is a summary and intended for informational purposes only and does not include all terms, conditions and exclusions of the policies described. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.