

# 2024-165

*Xfinity*

Return to IDX

P.O. Box 989728

West Sacramento, CA 95798-9728

<<First Name>> <<Last Name>>

<<Address1>>

<<Address2>>

<<City>>, <<State>> <<Zip>>

Enrollment Code: <<Enrollment Code>>

To Enroll, Scan the QR Code Below:



Or Visit:

<https://response.idx.us/xfinity>

January 26, 2024

Dear <<First Name>> <<Last Name>>:

We are notifying you of a recent data security incident involving your personal information. On January 18, 2024, we determined your <<name/Social Security number/driver's license number>> were likely acquired between October 16 and October 19, 2023.

We are offering you complimentary credit monitoring and identity restoration services through IDX, a ZeroFox Company. IDX identity protection services include 24 months of credit and CyberScan monitoring, a \$1,000,000 insurance reimbursement policy, and fully managed id theft recovery services.

To enroll in the complimentary credit monitoring and identity restoration services, call 1-888-686-5142, go to <https://response.idx.us/xfinity>, or scan the QR image. Please note the deadline to enroll is April 26, 2024. The monitoring included in the membership must be activated to be effective. You must have established credit and access to a computer and the internet to use this service. If you need assistance, IDX will be able to assist you.

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.

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](http://www.equifax.com)); Experian ([www.experian.com](http://www.experian.com)); and TransUnion ([www.transunion.com](http://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: P.O. Box 105788, Atlanta, GA 30348; 1-888-298-0045

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

TransUnion: P.O. Box 160, Woodlyn, PA 19094; 1-800-916-8800

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: (i) Your full name (including middle initial as well as Jr., Sr., II, III, etc.); (ii) Social Security Number; (iii) Date of birth; (iv) If you have moved in the past five (5) years, the addresses where you have lived over the prior five years; (v) Proof of current address, such as a current utility bill, telephone bill, rental agreement, or deed; (vi) A legible photocopy of a government issued

identification card (state driver's license or ID card, military identification, etc.); (vii) Social Security Card, pay stub, or W2; and (viii) 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) to three (3) business days after receiving your request to place a security freeze on your credit report, based upon the method of your request. 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. It is important to maintain this PIN/password in a secure place, as you will need it to lift or remove the security freeze.

To lift the security freeze in order 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 must provide proper identification (including name, address, and social security number) and the PIN number or password provided to you when you placed the security freeze, as well as the identities of those entities or individuals you would like to receive your credit report. You may also temporarily lift a security freeze for a specified period of time rather than for a specific entity or individual, using the same contact information above. The credit bureaus have between one (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 must provide proper identification (name, address, and social security number) and the PIN number or password provided to you when you placed the security freeze. The credit bureaus have between one (1) hour (for requests made online) and three (3) business days (for requests made by mail) after receiving your request to remove the security freeze.

You can further educate yourself regarding identity theft, security freezes, fraud alerts, and the steps you can take to protect your information by contacting the Federal Trade Commission and/or the Massachusetts Attorney General. The Federal Trade Commission can be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580; [www.identitytheft.gov](http://www.identitytheft.gov); and 1-877-ID-THEFT (1-877-438-4338).

If you have additional questions, please contact IDX, Xfinity's incident response provider managing credit monitoring enrollment, customer notifications, and call center support, at 1-888-686-5142 toll-free 24 hours a day, seven days a week.

We know that you trust Xfinity to protect your information, and we can't emphasize enough how seriously we are taking this matter. We remain committed to continue investing in technology, protocols and experts dedicated to helping to protect your data and keeping you, our customer, safe.

Sincerely,  
Xfinity