

2024-357

**EXHIBIT A**



185 Grafton Rd.  
Townsend, VT 05353

<<Name 1>>  
<<Address 1>>

February 23, 2024

## **NOTICE OF SECURITY INCIDENT**

Dear <<Name 1>> <<Name 2>>:

Carlos G. Otis Health Care Center, Inc., dba “Grace Cottage Family Health and Hospital” (“Grace Cottage”) was recently made aware of a data security incident that occurred at one of our vendors, DonorPerfect. DonorPerfect provides fundraising software that we use to store information including some of your personal information. This letter provides further details of the incident, our response, and steps you may take to help protect against the possible misuse of your information should you feel it’s necessary to do so.

### **What Happened?**

On February 5, 2024, DonorPerfect notified Grace Cottage that it had discovered suspicious activity related to a portion of its hosted file storage. DonorPerfect had taken steps to investigate and remediate the issue immediately upon discovery, including locking down their systems and strengthening security protocols. DonorPerfect’s investigation determined that certain files may have been acquired without authorization between November 25, 2023 and December 8, 2023. After a thorough review of those files, some of your personal information was identified by DonorPerfect as being contained within the potentially affected data. On February 5, 2024, Grace Cottage was notified by DonorPerfect of this incident, finalized its review, and determined that information related to you was identified within the impacted accounts.

### **What Information Was Involved?**

The information may have included your name and financial account information relating to a donation made to Grace Cottage.

### **What We Are Doing.**

As soon as Grace Cottage learned of the incident, we took the steps to confirm the full scope and nature of this incident and its impact to our donors. We confirmed that DonorPerfect has implemented measures to enhance network security and minimize the risk of a similar incident occurring in the future. We reviewed all of the data that was impacted in order to identify your information. We also confirmed that DonorPerfect has notified the Federal Bureau of Investigation and local law enforcement and will continue to cooperate with any investigations.

DonorPerfect has arranged to provide credit monitoring services through IDX, a leader in consumer identity protection. These services include 12 months of credit monitoring, identity protection through CyberScan, a \$1 million identity fraud loss reimbursement policy, and fully managed identity theft recovery services. A description of the services and instructions on how to enroll can be found within the enclosed *Steps You Can Take to Protect Personal Information*. Please note that you must complete the enrollment process yourself as we are not able to enroll you in these services.

**What You Can Do.**

We encourage you to remain vigilant against incidents of identity theft and fraud by reviewing your account statements, enrolling in the twelve months of free credit monitoring provided by IDX, and monitoring your free credit reports for suspicious activity and to detect errors over the next 12 to 24 months.

**For More Information.**

We understand you may have questions about the incident that are not addressed in this letter. If you have questions please call 877-217-0074 Monday through Friday from 9:00 a.m. to 5:00 p.m. Eastern Time, excluding US holidays. You may also write to Christopher Boucher at [info@gracecottage.org](mailto:info@gracecottage.org) and 185 Grafton Rd, Townsend, VT 05353.

Sincerely,

Christopher Boucher  
Security Officer  
Grace Cottage Family Health and Hospital

## STEPS YOU CAN TAKE TO PROTECT PERSONAL INFORMATION

### Enroll in Monitoring Services

Members receive an individual code that allows them to enroll in 12 months of Single-Bureau Credit Monitoring services. CyberScan also monitors criminal websites, chat rooms, and bulletin boards for illegal selling or trading of their personal information. In addition, IDX will keep members up-to-date on new identity theft scams, tips for protection, legislative updates, and other topics associated with maintaining the health of their identity. Members will also have access to the IDX team and the online resource center for news, education, and complete recovery services. In the event of a confirmed identity theft, they may be eligible for reimbursement of up to \$1,000,000 for expenses related to that theft. Members will receive full ID theft restoration services should they fall victim.

Your enrollment code is: <<Codes>>:

To Enroll, visit <https://app.idx.us/account-creation/protect> or call 1-800-939-4170.

### Monitor Your Accounts

Under U.S. law, a consumer is entitled to one free credit report annually from each of the three major credit reporting bureaus, Equifax, Experian, and TransUnion. To order a free credit report, visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call, toll-free, 1-877-322-8228. Consumers may also directly contact the three major credit reporting bureaus listed below to request a free copy of their credit report.

Consumers have the right to place an initial or extended “fraud alert” on a credit 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 consumers are the victim of identity theft, they are entitled to an extended fraud alert, which is a fraud alert lasting seven years. Should consumers wish to place a fraud alert, please contact any of the three major credit reporting bureaus listed below.

As an alternative to a fraud alert, consumers have the right to place a “credit freeze” on a credit report, which will prohibit a credit bureau from releasing information in the credit report without the consumer’s express authorization. The credit freeze is designed to prevent credit, loans, and services from being approved in a consumer’s name without consent. However, consumers should be aware that using a credit freeze to take control over who gets access to the personal and financial information in their credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application they make regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, consumers cannot be charged to place or lift a credit freeze on their credit report. To request a credit freeze, individuals may need to provide some or all of the following information:

1. Full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security number;
3. Date of birth;
4. Addresses for the prior two to 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, etc.); and
7. A copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft if they are a victim of identity theft.

Should consumers wish to place a credit freeze or fraud alert, please contact the three major credit reporting bureaus listed below:

<b>Equifax</b>	<b>Experian</b>	<b>TransUnion</b>
<a href="https://www.equifax.com/personal/credit-report-services/">https://www.equifax.com/personal/credit-report-services/</a>	<a href="https://www.experian.com/help/">https://www.experian.com/help/</a>	<a href="https://www.transunion.com/credit-help">https://www.transunion.com/credit-help</a>
1-888-298-0045	1-888-397-3742	1-800-916-8800
Equifax Fraud Alert, P.O. Box 105069 Atlanta, GA 30348-5069	Experian Fraud Alert, P.O. Box 9554, Allen, TX 75013	TransUnion Fraud Alert, P.O. Box 2000, Chester, PA 19016

Equifax Credit Freeze, P.O. Box 105788 Atlanta, GA 30348-5788	Experian Credit Freeze, P.O. Box 9554, Allen, TX 75013	TransUnion Credit Freeze, P.O. Box 160, Woodlyn, PA 19094
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### **Additional Information**

Consumers may further educate themselves regarding identity theft, fraud alerts, credit freezes, and the steps they can take to protect your personal information by contacting the consumer reporting bureaus, the Federal Trade Commission, or their state Attorney General. The Federal Trade Commission may be reached at: 600 Pennsylvania Avenue NW, Washington, D.C. 20580; [www.identitytheft.gov](http://www.identitytheft.gov); 1-877-ID-THEFT (1-877-438-4338); and 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. Consumers can obtain further information on how to file such a complaint by way of the contact information listed above. Consumers have the right to file a police report if they ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, consumers will likely need to provide some proof that they have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement and the relevant state Attorney General. This notice has not been delayed by law enforcement.

*For New York residents*, the New York Attorney General may be contacted at: Office of the Attorney General, The Capitol, Albany, NY 12224-0341; 1-800-771-7755; or <https://ag.ny.gov>.