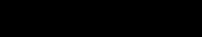


Blackstone Valley Community Health Care  
c/o Cyberscout  
PO Box 1286  
Dearborn, MI 48120-9998



April 18, 2024

Subject: Notice of Data Security Incident

Dear 

Blackstone Valley Community Health Care ("BVCHC") is writing to inform you of a data security incident that may have involved your personal information. BVCHC takes the privacy and security of the information in its possession very seriously. That is why we are informing you of the incident and providing you with steps you can take to protect your information.

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.

Massachusetts law also allows consumers to place a security freeze on their credit reports. A security freeze prohibits a consumer 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.

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 Security Freeze:** P.O. Box 105788, Atlanta, GA 30348, 1-800-349-9960,  
<https://www.equifax.com/personal/credit-report-services/>

**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 2000, Chester, PA 19016, 1-888-909-8872,  
<https://www.freeze.transunion.com>

In order to request a security freeze, you will need to provide some or all of the following information:

1. Your full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security number;

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3. Date of birth;
4. If you have moved in the past five (5) years, provide the addresses where you have lived over the prior five (5) years;
5. Proof of current address, such as a 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. 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 consumer reporting agencies have three (3) business days after receiving your request to place a security freeze on your credit report. 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 call or send a request to the consumer reporting agencies and include proper identification (name, address, and Social Security number) and the PIN 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 or the specific period of time you want the credit report available. The consumer reporting agencies have three (3) business days 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 send a request to each of the three consumer reporting agencies and include proper identification (name, address, and Social Security number) and the PIN or password provided to you when you placed the security freeze. The consumer reporting agencies have three (3) business days after receiving your request to remove the security freeze. No fee is required to be paid to any of the consumer reporting agencies to place, lift or remove a security freeze.

In order to determine whether any unauthorized credit was obtained with your information, you may obtain a copy of your credit report at [www.annualcreditreport.com](http://www.annualcreditreport.com) or 1-877-322-8228. You may also request information on how to place a fraud alert by contacting any of the above consumer reporting agencies. A fraud alert is intended to alert you if someone attempts to obtain credit in your name without your consent. It is recommended that you remain vigilant for any incidents of fraud or identity theft by reviewing credit card account statements and your credit report for unauthorized activity. You may also contact the Federal Trade Commission (FTC) to learn more about how to prevent identity theft:

FTC, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, D.C. 20580,  
[www.ftc.gov/bcp/edu/microsites/idtheft/](http://www.ftc.gov/bcp/edu/microsites/idtheft/) 1-877-IDTHEFT (438-4338).

We recommend that you review the guidance included with this letter about steps you can take to protect your personal information. If you have questions or need assistance, representatives are available for 90 days from the date of this letter. Please call 1-833-542-2696, Monday through Friday from 8:00 a.m. to 8:00 p.m. Eastern Time, excluding holidays.

We take your trust in us and this matter very seriously. Please accept our sincere apologies for any worry or inconvenience this may cause you.

Sincerely,



Blackstone Valley Community Health Care  
39 East Avenue  
Pawtucket, Rhode Island 02860

Blackstone Valley Community Health Care  
c/o Cyberscout  
PO Box 1286  
Dearborn, MI 48120-9998



April 18, 2024

Subject: Notice of Data Security Incident

Dear [REDACTED],

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2. Social Security number;
3. Date of birth;
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6. A legible photocopy of a government issued identification card (state driver's license or ID card, military identification, etc.);
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[www.ftc.gov/bcp/edu/microsites/idtheft/](http://www.ftc.gov/bcp/edu/microsites/idtheft/) 1-877-IDTHEFT (438-4338).

In addition, we are providing you with access to **Single Bureau Credit Monitoring/Single Bureau Credit Report/Single Bureau Credit Score** services at no charge. These services provide you with alerts for 24 months from the date of enrollment when changes occur to your credit file. This notification is sent to you the same day that the change or update takes place with the bureau. Finally, we are providing you with proactive fraud assistance to help with any questions that you might have or in event that you become a victim of fraud. These services will be provided by Cyberscout through Identity Force, a TransUnion company specializing in fraud assistance and remediation services.

To enroll in Credit Monitoring services at no charge, please log on to <https://secure.identityforce.com/benefit/bvchcus> and follow the instructions provided. When prompted please provide the following unique code to receive services: [REDACTED]

In order for you to receive the monitoring services described above, you must enroll within 90 days from the date of this letter. The enrollment requires an internet connection and e-mail account and may not be available to minors under the age of 18 years of age. Please note that when signing up for monitoring services, you may be asked to verify personal information for your own protection to confirm your identity.

We recommend that you review the guidance included with this letter about steps you can take to protect your personal information. If you have questions or need assistance, representatives are available for 90 days from the date of this letter. Please call 1-833-542-2696, Monday through Friday from 8:00 a.m. to 8:00 p.m. Eastern Time, excluding holidays. Please accept our sincere apologies for any worry or inconvenience this may cause you.

Sincerely,



Sandra Pardus, CEO  
Blackstone Valley Community Health Care  
39 East Avenue  
Pawtucket, Rhode Island 02860

