



Return Mail Processing  
PO Box 999  
Suwanee, GA 30024

20651

June 11, 2021

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SAMPLE A. SAMPLE - L04

APT ABC



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ANYTOWN, US 12345-6789



Dear Sample A. Sample:

Stride Inc. ("Stride") writes to let you know about a data security incident that we discovered that affected some of your information. Because the security of our employees' information is of utmost importance to us, we are notifying you of the event as well as resources available to you to help protect your information, should you feel it necessary to do so. Our review determined that the affected data contained your name and [Extra2].

We take this incident and the security of our employees' information in our care seriously. Importantly, we have no indication that any of the data affected in the incident has been or will be misused. As a matter of general practice, we encourage you to remain vigilant against incidents of identity theft and fraud by reviewing your account statements and monitoring your free credit reports for suspicious activity and to detect errors. You may also review the information contained in the attached *Steps You Can Take to Help Protect Your Information*.

As an added precaution, we are offering you access to complimentary credit monitoring and identity protection services for [Extra3] months through Experian. These services include fraud consultation and identity theft restoration services. If you wish to activate the credit monitoring and identity protection services, you may follow the instructions included in the *Steps You Can Take to Help Protect Your Information*.

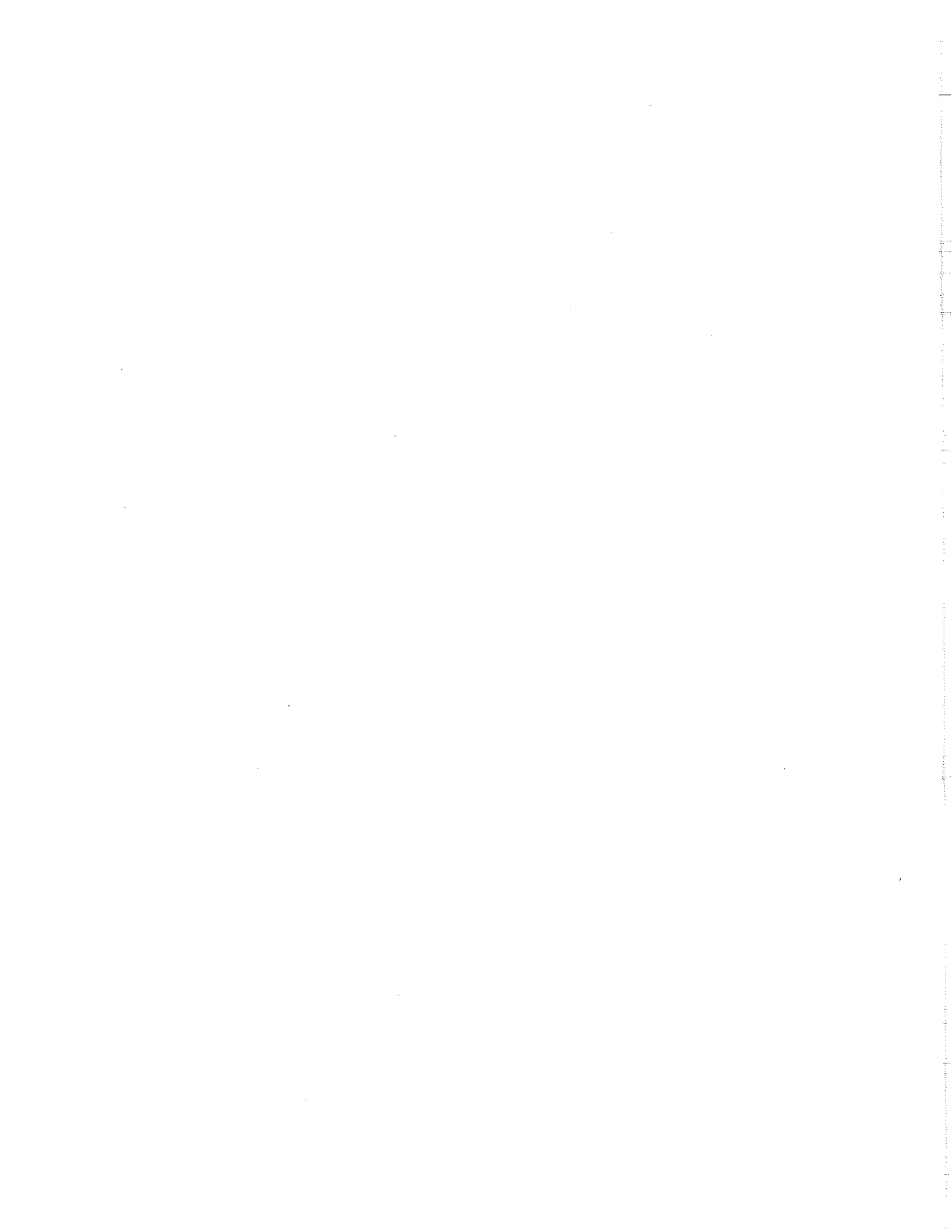
If you have any additional questions, please call the assistance line we have set up for this matter at (855) 414-6049 from Monday to Friday 6:00am – 8:00pm PST and Saturday to Sunday 8:00am – 5:00pm PST by August 31, 2021.

Sincerely,

Valerie Maddy  
Senior Vice President - Human Resources  
Stride Inc.

[stridelearning.com](http://stridelearning.com)

2300 Corporate Park Drive, Herndon, VA 20171



## Steps You Can Take to Help Protect Your Information

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 your free credit report, visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call, toll-free, 1-877-322-8228. You may also directly contact the three major credit reporting bureaus listed below to request a free copy of your 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 with the credit reporting bureau. 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 you are a victim of identity theft, you are entitled to an extended fraud alert, which is a fraud alert lasting seven years. Should you wish to place a fraud alert, please contact any one 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 your name without your consent. However, you should be aware that using a credit freeze to take control over who gets access to the personal and financial information in your credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application you make regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, you cannot be charged to place or lift a credit freeze on your credit report. To request a security freeze, you will need to provide 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 you are a victim of identity theft.

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

Equifax	Experian	TransUnion
<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	1-833-395-6938
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

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 can also further educate yourself regarding identity theft, fraud alerts, security freezes, and the steps you can take to protect yourself, by contacting the consumer reporting agencies, your state Attorney General, or the Federal Trade Commission (FTC). The Federal Trade Commission can be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580; [www.identitytheft.gov](http://www.identitytheft.gov); 1-877-ID-THEFT (877-438-4338); and TTY: 866-653-4261. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. You can also obtain further information on how to file such a complaint by way of the contact information listed above. Instances of known or suspected identity theft should also be reported to law enforcement, the FTC, and the Massachusetts Attorney General.

## Enroll in Credit Monitoring / Identity Restoration Services

### What we are doing to protect your information:

To help protect your identity, we are offering a complimentary 24-month membership of Experian's® IdentityWorks<sup>SM</sup>. This product provides you with superior identity detection and resolution of identity theft. To activate your membership and start monitoring your personal information please follow the steps below:

- Ensure that you **enroll by: 08/31/2021** (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/credit>
- Provide your **activation code: ABCDEFGHI**

If you have questions about the product, need assistance with identity restoration or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at (855) 414-6049 by **08/31/2021**. Be prepared to provide engagement number **B013663** as proof of eligibility for the identity restoration services by Experian.

### **ADDITIONAL DETAILS REGARDING YOUR 24-MONTH EXPERIAN IDENTITYWORKS MEMBERSHIP:**

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 file for indicators of fraud.
- **Identity Restoration:** Identity Restoration agents 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.

\* 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.

**Butts, Nicholas A (SCA)**

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**From:** Maria Monastra <mmonastra@mullen.law>  
**Sent:** Friday, June 11, 2021 5:58 PM  
**To:** Breaches, Data (SCA)  
**Cc:** John Mullen; Carolyn Purwin Ryan; Esther Lee  
**Subject:** Supplemental Notice of Data Event – City of Philadelphia - MA  
**Attachments:** City of Philadelphia - Supplemental Notice of Data Event - MA.pdf

**CAUTION:** This email originated from a sender outside of the Commonwealth of Massachusetts mail system. Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Dear Sir or Madam,

Please see attached Supplemental Notice of Data Event.

Thank you,  
Maria

**Maria Monastra**  
**Attorney**  
**Mullen Coughlin LLC**  
426 W. Lancaster Avenue, Suite 200  
Devon, PA 19333  
(267) 930-4602 - Office  
(610) 306-0207 - Mobile  
mmonastra@mullen.law



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MULLEN  
COUGHLIN<sub>LLC</sub>  
ATTORNEYS AT LAW

Carolyn Purwin Ryan  
Office: (267) 930-6836  
Fax: (267) 930-4771  
Email: CPurwinRyan@mullen.law

426 W. Lancaster Avenue, Suite 200  
Devon, PA 19333

June 11, 2021

**INTENDED FOR ADDRESSEE(S) ONLY**

**VIA E-MAIL:**

Office of Consumer Affairs and Business Regulation  
Attention: Undersecretary Edward A. Palleschi  
501 Boylston Street, Suite 5100  
Boston, MA 02116  
E-mail: [data.breaches@mass.gov](mailto:data.breaches@mass.gov)

**Re: Supplemental Notice of Data Event**

Dear Sir or Madam:

We write on behalf of the City of Philadelphia (“the City”) located at 1515 Arch Street, 15th Floor, Philadelphia, PA 19102-1595 in a follow up to our notices provided on February 4, 2021 and April 14, 2021 to notify your office of an incident that may affect the security of certain personal information related to approximately twenty-four (24) additional Massachusetts residents. By providing this notice, the City does not waive any rights or defenses regarding the applicability of Massachusetts law, the Massachusetts data breach notification statute, or personal jurisdiction. As indicated in the previous notices to your office, the City maintains a written information security program (WISP) for the protection of personal information of residents of Massachusetts pursuant to G.L. c. 93H § 3(b).

In its previous submissions to your office, the City explained that it began providing written notice to individuals whose personal information may have been impacted by a March 2020 data incident. In that notice, the City noted that the notice to your office might be supplemented if significant facts regarding Massachusetts residents were learned after its submission. Since providing those notices, the City has continued its review of the affected data and determined the identities and states of residence of additional individuals potentially impacted by this incident. Please note that the City’s review of the affected data remains ongoing. As such, the City may provide a further supplement regarding the number of Massachusetts residents potentially impacted.

Office of Consumer Affairs and Business Regulation

June 11, 2021

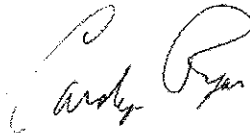
Page 2

The information related to Massachusetts residents that may have been subject to unauthorized access or acquisition varies by individual but includes name, Social Security number, and driver's license/state ID number.

On June 11, 2021, the City is providing written notice of this incident to these additional individuals whose information may have been impacted. Written notice is being provided in substantially the same form as the letter attached here as *Exhibit A*.

Should you have any questions regarding this notification or other aspects of the data security event, please contact us at (267) 930-6836.

Very truly yours,

A handwritten signature in black ink, appearing to read "Carolyn Purwin Ryan". The signature is written in a cursive style with a large initial "C" and "R".

Carolyn Purwin Ryan of  
MULLEN COUGHLIN LLC

CPR:eyl

# EXHIBIT A





# CITY OF PHILADELPHIA

OFFICE OF THE CHIEF  
ADMINISTRATIVE OFFICER

Stephanie Tipton  
Chief Administrative Officer

1401 John F. Kennedy Blvd. - Suite 630  
Philadelphia, PA 19102-1683

<<first\_name>> <<middle\_name>> <<last\_name>> <<suffix>>  
<<address\_1>>  
<<address\_2>>  
<<city>>, <<state\_province>> <<postal\_code>>  
<<country >>

<<Date>> (Format: Month Day, Year)

***RE: Notice of Data Breach***  
***Please read this entire letter.***

Dear <<first\_name>> <<middle\_name>> <<last\_name>> <<suffix>>:

The City of Philadelphia (the "City") is writing to inform you of a recent event that may impact the security of some of your personal information. While we are unaware of any misuse of your personal information, we are providing you with notice of the event, steps we have taken in response, and resources available to help you protect yourself from the possibility of identity theft and fraud, should you feel it is appropriate to do so.

The privacy of the people we serve is very important to us and we will continue to do everything we can to protect it. Upon learning of this event, we moved quickly to confirm and enhance the security of our systems, which included resetting impacted employees' email account passwords, increasing monitoring of network activity, and implementing tools to enhance email security. We also launched an in-depth investigation to determine the full nature and scope of this incident. As part of our ongoing commitment to information privacy and security, we have updated our policies and procedures to protect against similar incidents.

Out of an abundance of caution, we are also providing you with 24 months of complimentary access to identity monitoring services through Kroll, as well as guidance on how to help protect against the possibility of information misuse. While the City is covering the cost of these services, you will need to complete the activation process yourself.

You can learn more about how to protect against the possibility of information misuse in the enclosed *Steps You Can Take to Help Protect Personal Information*. There, you will also find more information about the credit monitoring and identity restoration services we are offering and how to enroll.

We understand that you may have questions about this incident that are not addressed in this letter. If you have additional questions, please call our dedicated call center, toll-free, at 1-855-763-0063, 9:00 a.m. to 6:30 p.m. Eastern Time, excluding some U.S. holidays.

We apologize for any inconvenience this incident may cause you. We remain committed to the privacy and security of information in our possession.

Sincerely,

Stephanie Tipton  
Chief Administrative Officer  
City of Philadelphia

## Steps You Can Take to Help Protect Personal Information

### **Activate Identity Monitoring Services**

To help relieve concerns and restore confidence following this incident, we have secured the services of Kroll to provide identity monitoring at no cost to you for two years. Kroll is a global leader in risk mitigation and response, and their team has extensive experience helping people who have sustained an unintentional exposure of confidential data. Your identity monitoring services include Credit Monitoring, Fraud Consultation, and Identity Theft Restoration.

Visit <https://enroll.idheadquarters.com> to activate and take advantage of your identity monitoring services.

*You have until **September 17, 2021** to activate your identity monitoring services.*

Membership Number: <<Member ID>>

Additional information describing your services is included with this letter.

### **Monitor Accounts**

We encourage you to remain vigilant against incidents of identity theft and fraud, to review your account statements and explanations of benefits, and to monitor your credit reports for suspicious activity. Under U.S. law, you are entitled to one free credit report annually from each of the three major credit reporting bureaus. To order your free credit report, visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call, toll-free, 1-877-322-8228. You may also contact the three major credit bureaus directly to request a free copy of your 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 you are a victim of identity theft, you are entitled to an extended fraud alert, which is a fraud alert lasting seven years. Should you wish to place a fraud alert, please contact any one 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 your name without your consent. However, you should be aware that using a credit freeze to take control over who gets access to the personal and financial information in your credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application you make regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, you cannot be charged to place or lift a credit freeze on your credit report. To request a security freeze, you will need to provide 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, military identification, etc.); and
7. A copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft if you are a victim of identity theft.

Should you wish to place a fraud alert or credit freeze, 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>
888-298-0045	1-888-397-3742	833-395-6938
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

### **Additional 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. You can further educate yourself regarding identity theft, fraud alerts, security freezes, and the steps you can take to protect yourself by contacting the consumer reporting agencies, the Federal Trade Commission, or your state Attorney General.

The Federal Trade Commission can be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580, [www.identitytheft.gov](http://www.identitytheft.gov), 1-877-ID-THEFT (1-877-438-4338); 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. You can obtain further information on how to file such a complaint by way of the contact information listed above. You have the right to file a police report if you ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, you will likely need to provide some proof that you have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement and your state Attorney General. This notice has not been delayed by law enforcement.



### **TAKE ADVANTAGE OF YOUR IDENTITY MONITORING SERVICES**

You have been provided with access to the following services from Kroll:

#### **Single Bureau Credit Monitoring**

You will receive alerts when there are changes to your credit data—for instance, when a new line of credit is applied for in your name. If you do not recognize the activity, you'll have the option to call a Kroll fraud specialist, who will be able to help you determine if it is an indicator of identity theft.

#### **Fraud Consultation**

You have unlimited access to consultation with a Kroll fraud specialist. Support includes showing you the most effective ways to protect your identity, explaining your rights and protections under the law, assistance with fraud alerts, and interpreting how personal information is accessed and used, including investigating suspicious activity that could be tied to an identity theft event.

#### **Identity Theft Restoration**

If you become a victim of identity theft, an experienced Kroll licensed investigator will work on your behalf to resolve related issues. You will have access to a dedicated investigator who understands your issues and can do most of the work for you. Your investigator will be able to dig deep to uncover the scope of the identity theft, and then work to resolve it.

Kroll's activation website is only compatible with the current version or one version earlier of Chrome, Firefox, Safari and Edge. To receive credit services, you must be over the age of 18 and have established credit in the U.S., have a Social Security number in your name, and have a U.S. residential address associated with your credit file.