

21655

**This is the template for letters sent regarding Social Security Numbers**

Month XX, 2021

Consumer Name  
Address  
City, MA 0\_\_\_\_\_

Re: Data Security Incident

Dear :

Using the required letter format drafted by the AG's office, I am writing to notify you that a data security incident involving the Social Law Library's internal computer network occurred on or about April 12, 2021. While the breach affected only staff computers, we have determined that there is a possibility that your Social Security Number may have been exposed to others as a result of that breach. Please be assured that we are taking every step necessary to address the incident.

Because a Social Security Number is involved, and to help protect your identity, the Library is offering a complimentary 24-month membership in Experian's IdentityWorks, a product that provides an Experian credit report at enrollment, credit monitoring, internet surveillance to identify trading or selling of your personal information on the Dark Web, identity restoration, up to \$1 million identity theft insurance for certain costs and unauthorized electronic fund transfers, and assistance with placing security freezes.

To sign up for your IdentityWorks account, email Lori Loughnane (lloughnane@sociallaw.com) and she will send you a link to Experian and a code via secure email that you will use to enroll.

If you should elect not to enroll in the IdentityWorks program, you may 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.

If you are not participating in the IdentityWorks program, 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 1-800-349-9960

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<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 160 Woodlyn, PA 19094 1-888-909-8872  
<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 years, the addresses where you have lived over the prior five 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 IDcard, military identification, etc.);
7. Social Security Card, pay stub, or W2;
8. If you are a victim of identity theft, include a copy of either the police report, investigativereport, or complaint to a law enforcement agency concerning identity theft.

The credit reporting agencies have one to three 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 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 hour (for requests made online) and three business days (for requests made by mail) after receiving your request to lift the security freeze for those identified entities or for the specified period of time.

Data Security Incident  
June 9, 2021  
Page 3 of 3

To remove the security freeze, you must make a request to each of the credit reporting agencies by mail, through their websites, 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 hour (for requests made online) and three business days (for requests made by mail) after receiving your request to remove the security freeze.

Under Massachusetts law, you have the right to obtain any police report filed in regard to this incident; no police report has been filed by the Library at this time. If you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it.

If you should have any further questions regarding the IdentityWorks program, please contact Lori Loughnane at (617) 756-4484, or [lloughnane@socialaw.com](mailto:lloughnane@socialaw.com). Otherwise, I may be reached at (617) 226-1307.

Sincerely,

*Robert J. Brink*

Robert J. Brink

Cc: Lori Loughnane, Dir. of Finance & Admin.  
Wayne E. Hartwell, Counsel

This is the template for letters sent regarding Credit Cards and/or Debit Cards  
and/or Checking Account numbers

Date

Consumer Name  
Address  
City, State Zip

Re: Data Security Incident

Dear :

We are writing to notify you that a data security incident involving the Social Law Library's internal computer network occurred on April 16, 2021. While the breach only affected staff computers, we have determined that there is a possibility that your Credit or Debit Card or Checking Account Number ending in XXXX may have been exposed to others as a result of that breach. Please be assured that we are taking every step necessary to address the incident.

Under Massachusetts law, you have the right to obtain any police report filed in regard to this incident; no police report has been filed by the Library at this time. 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 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 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 160 Woodlyn, PA 19094 1-888-909-8872  
<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 years, the addresses where you have lived over the prior five 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 IDcard, military identification, etc.);
7. Social Security Card, pay stub, or W2;
8. If you are a victim of identity theft, include a copy of either the police report, investigativerreport, or complaint to a law enforcement agency concerning identity theft.

The credit reporting agencies have one to three 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 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 hour (for requests made online) and three business days (for requests 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 websites, 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 hour (for requests made online) and three business days (for requests made by mail) after receiving your request to remove the security freeze.

Under Massachusetts law, you have the right to obtain any police report filed in regard to this incident; no police report has been filed by the Library at this time. If you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it.

If you should have any further questions, please contact Lori Loughnane, Director of Finance & Administration, at [lloughnane@socialaw.com](mailto:lloughnane@socialaw.com).

Sincerely,

A handwritten signature in black ink, appearing to read "Robert J. Brink". The signature is written in a cursive style with a long horizontal flourish extending to the right.

Robert J. Brink

**This is the template for the notice regarding a compromised driver's License**

Month XX, 2021

Consumer Name  
Address  
City, MA 02\_\_\_

Re: Data Security Incident

Dear :

We are writing to notify you that a data security incident involving the Social Law Library's internal computer network occurred on April 16, 2021. While the breach only affected only staff computers, we have determined that there is a possibility that your Driver's License Number may have been exposed to others as a result of that breach. Please be assured that we are taking every step necessary to address the incident.

Under Massachusetts law, you have the right to obtain any police report filed in regard to this incident; no police report has been filed by the Library at this time. 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 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 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 160 Woodlyn, PA 19094 1-888-909-8872

<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 years, the addresses where you have lived over the prior five 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 IDcard, military identification, etc.);
7. Social Security Card, pay stub, or W2;
8. If you are a victim of identity theft, include a copy of either the police report, investigativereport, or complaint to a law enforcement agency concerning identity theft.

The credit reporting agencies have one to three 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 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 hour (for requests made online) and three business days (for requests 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 websites, 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 hour (for requests made online) and three business days (for requests made by mail) after receiving your request to remove the security freeze.



Data Security Incident  
June 16, 2021  
Page 3 of 3

Under Massachusetts law, you have the right to obtain any police report filed in regard to this incident; no police report has been filed by the Library at this time. If you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it.

If you should have any further questions, please contact Lori Loughnane at (617) 226-1311 or [lloughnane@socialaw.com](mailto:lloughnane@socialaw.com).

Sincerely,

*Robert J. Brink*

Robert J. Brink

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**Robert Brink**

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**Subject:**  
**Attachments:**

FW: Breach Notice -- Action Strongly Recommended  
How to Change Your SLL Email Password.pdf

## This is the template for the notice sent to 300 email hosting clients

**From:** Brian Flynn [<mailto:bflynn@sociallaw.com>]  
**Sent:** Tuesday, May 4, 2021 12:22 PM  
**To:** 'allusers@sociallaw.com'  
**Subject:** Breach Notice -- Action Strongly Recommended

Good Afternoon;

The Social Law Library is investigating a breach of security on its internal network. The extent of the breach is not completely known, but has been limited to Library staff personal computers.

Although our web and email hosting servers have not been affected, patrons seeking personalized assistance sometimes communicate with staff and, in order to address their issue, email their usernames and passwords so that the staff can better troubleshoot their particular situation. That information is not recorded as such by a staff member on his or her personal computer. Even so, it is possible that those login credentials could be obtained by a hacker gaining access to cached files in the computer's operating system.

Therefore, in an overabundance of caution, the Library recommends that all patrons whose email is hosted by the Library and whose usernames and passwords were shared with a Library staff member in the course of their receiving assistance, reset their passwords immediately.

Best practices also advise that if username-and-password combinations used to access Social Law Library email accounts are also used to access other non-Library accounts, those login credentials should also be changed.

Directions for changing your Social Law email password are attached. Note that you will have to change your credentials on all of your devices, such as smartphones, tablets and laptops, that provide direct access to your Social Law email.

Please feel free to contact Technology Services at 617-226-1570 to confirm the legitimacy of this email.

**Brian Flynn**  
Director of Technology Services  
Social Law Library  
John Adams Court House  
One Pemberton Square, Suite 4100  
Boston, MA 02108-1792  
Phone: 617-226-1379  
Fax: 617-878-9979  
Email: [bflynn@sociallaw.com](mailto:bflynn@sociallaw.com)  
Web: <http://www.sociallaw.com>

**Robert Brink**

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**Subject:**

FW: Breach Notice -- Action Strongly Recommended

Below is a sample of the beach notice sent to approximately 2,000 members of the Social Law Library whose username and passwords to the Library's website may have compromised during the security breach.

**From:** [sbahl@sociallaw.com](mailto:sbahl@sociallaw.com) [<mailto:sbahl@sociallaw.com>]  
**Sent:** Monday, May 24, 2021 8:08 AM  
**To:** [sbahl@sociallaw.com](mailto:sbahl@sociallaw.com)  
**Subject:** Breach Notice -- Action Strongly Recommended

Good Morning:

The Social Law Library is investigating a breach of security on its internal network. In an abundance of caution, the Library recommends that all patrons reset their passwords immediately. Instructions to perform this reset are posted on the Social Law Library website at [https://sociallaw.com/docs/default-source/default-document-library/changing-your-social-law-password.pdf?sfvrsn=1073c219\\_2](https://sociallaw.com/docs/default-source/default-document-library/changing-your-social-law-password.pdf?sfvrsn=1073c219_2).

Commonly accepted best practices advise the use of different passwords for different accounts; that way, if one account is compromised, at least others won't be at risk. If a patron's username-and-password combination used to access a Library website is also used to access non-Library accounts, those login credentials should also be changed.

For help resetting your Social Law Library website passwords, please send an email to [support@sociallaw.com](mailto:support@sociallaw.com) with your contact information and a Library staff member will call and assist you.

Please feel free to contact Technology Services at 617-226-1570 to confirm the legitimacy of this email.

**Brian Flynn**

Director of Technology Services  
Social Law Library  
John Adams Court House  
One Pemberton Square, Suite 4100  
Boston, MA 02108-1792  
Phone: 617-226-1379  
Fax: 617-878-9979  
Email: [bflynn@sociallaw.com](mailto:bflynn@sociallaw.com)  
Web: <http://www.sociallaw.com>