



Return Mail Processing
PO Box 589
Claysburg, PA 16625-0589

21745

July 1, 2021

G5629-L02-0000002 T00001 P001 *****SCH 5-DIGIT 32808



SAMPLE A. SAMPLE - L02 MA
APT ABC
123 ANY ST
ANYTOWN, ST 12345-6789



Re: Notice of Security Incident

Dear Sample A. Sample:

The County of Delaware, Pennsylvania (“the County”) writes to notify you of an incident that may affect the privacy of your personal information. Due to requirements imposed by Massachusetts law, we are unable to provide further detail about the nature of the incident, but you may obtain additional information by calling the dedicated assistance line listed below.

We take the confidentiality, privacy, and security of information in our possession very seriously. As part of our ongoing commitment to the privacy of personal information in our care, the County has taken and is taking steps to review its policies and procedures. We also continue to evaluate ways to improve our existing protections to secure the information within our network.

The County secured the services of Experian to provide you with credit monitoring and identity restoration services for twenty-four (24) months, at no cost to you.

If you believe there was fraudulent use of your information as a result of this incident and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent. If, after discussing your situation with an agent, it is determined that identity restoration support is needed then an Experian Identity Restoration agent is available to work with you to investigate and resolve each incident of fraud that occurred from the date of the incident (including, as appropriate, helping you with contacting credit grantors to dispute charges and close accounts; assisting you in placing a freeze on your credit file with the three major credit bureaus; and assisting you with contacting government agencies to help restore your identity to its proper condition).

Please note that Identity Restoration is available to you for 24 months, from the date of this letter and does not require any action on your part at this time. The Terms and Conditions for this offer are located at www.ExperianIDWorks.com/restoration.

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While identity restoration assistance is immediately available to you, we also encourage you to activate the fraud detection tools available through Experian IdentityWorks as a complimentary 24 month membership. This product provides you with superior identity detection and resolution of identity theft. To start monitoring your personal information, please follow the steps below:

- Ensure that you **enroll by September 30, 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 that arose as a result of this incident or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at (866) 274-5767 by September 30, 2021. Be prepared to provide engagement number B014996 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 specialists 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.
- **\$1 Million Identity Theft Insurance**:** Provides coverage for certain costs and unauthorized electronic fund transfers.

For More Information. If you have questions that are not addressed in this letter, please call our dedicated assistance line at (866) 274-5767, available Monday through Friday, from 9:00 a.m. to 11:00 p.m., Eastern Time, and Saturday and Sunday, from 11:00 a.m. to 8:00 P.M., Eastern Time.

We sincerely regret any inconvenience or concern this event may cause you. Protecting your information is a top priority for the County and we remain committed to safeguarding the personal information in our care.

Regards,

Howard S. Lazarus

Howard S. Lazarus
Executive Director
The County of Delaware, Pennsylvania

* *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.*