



The Commonwealth of Massachusetts

Executive Office of Health and Human Services

Department of Youth Services

27 Wormwood Street, Suite 400

Boston, MA 02210-1613

DEVAL PATRICK
GOVERNOR

TIMOTHY MURRAY
LIEUTENANT GOVERNOR

JUDYANN BIGBY, M.D.
SECRETARY

JANE E. TEWKSBURY, Esq.
COMMISSIONER

21838

617.960.3330
FAX#: 617.960.3298

July 27, 2021

Name and Address of Impacted Party

Dear Mr. ,

The Department of Youth Services (“DYS”) is writing to inform you of a recent incident involving the loss of a flash drive that may impact the privacy of some of your information, including your name, driver’s license number/birth certificate and case history.

DYS has taken steps to make sure this type of event does not happen again. In the meantime, DHS is required to notify you that you have the right to file a police report and obtain a copy of it if you are a victim of identity theft as a result of this incident.

In addition, if you are concerned about being the victim of identity theft, you have the right under Massachusetts law to request a security freeze from any or all of the three credit reporting agencies. A security freeze prohibits a credit reporting agency from releasing any information from a consumer’s credit report without your authorization. Placing a security freeze on your credit report may delay, interfere with, or prevent the approval of requests you may make for loans, employment, housing, or other services.

It is free to place a security freeze with each credit reporting agency as well as to remove a security freeze. If you are interested in placing a security freeze, you may send a written request or register online for an account, after which you may place a freeze with the credit reporting agency:

Equifax Security Freeze, <https://www.equifax.com/personal/credit-report-services/credit-freeze/> or in writing: P.O. Box 105788, Atlanta, Georgia 30348.

Experian Security Freeze, <https://www.experian.com/freeze/center.html> or in writing: P.O. Box 9554, Allen, Texas 75013.

Trans Union Security Freeze, <https://www.transunion.com/credit-freeze> or in writing: P.O. Box 6790, Fullerton, California 92834.

In registering for a credit freeze you may need to submit the following information:

- Your Full name, including middle initials, etc.
- Your Social Security number
- Your date of birth
- Your home addresses over the past five years
- Proof of your current home address
- A legible copy of a government issued identification card
- If you obtain one, a copy of the police report

By following the steps above, you may place a security freeze with the credit reporting agencies even if you have not been a victim of identity theft as a result of this incident but are concerned that identity theft is possible.

If you request a security freeze in writing, the credit reporting agencies have three business days to place the security freeze on your credit report and will send you written confirmation within five business days. They may provide you with a personal identification number or PIN (password) you can use to authorize removal of the freeze. If you request a security freeze via the credit reporting agencies' websites, you will have to create an account and select a password after which you can manage your credit freeze via your account.

To lift or remove the freeze, you may lift it by logging into the account you set up with each individual credit reporting company and removing the freeze. You may also call or send a written request to the credit reporting agencies, providing your full name, home address, social security number and PIN. You may lift the freeze for specific individuals to access your credit report, or for a temporary period of time and then put the freeze back on or remove it entirely. The credit reporting agencies must act on your request within three business days.

Under Massachusetts law, any citizen may request a free copy of his or her credit report once per year to monitor for any unauthorized activity.

We hope that by notifying you, we can help you to limit any potential exposure to risk and to give you the opportunity to take any precautions that you deem appropriate to protect your privacy.

Sincerely,

Cecely Reardon
General Counsel
(617) 960-3330