

21841



Standard Modern Company

Integrated Solutions. Higher Standards.

July 20, 2021

Dear [REDACTED]

I am writing to inform you of a data incident that took place when your personal information was inadvertently sent to another member because of a mailing issue. This letter provides information about this incident and, as a precaution, provides steps you can take to protect your personal information, though we are unaware of any misuse of your information.

### **What Happened?**

Standard Modern Company, Inc. ("SMC") is a vendor of Massachusetts Executive Office of Health and Human Services ("EOHHS") that provides mailing services to MassHealth members on behalf of EOHHS. On May 24, 2021, SMC was notified that some MassHealth members received notices that were mailed between May 10, 2021 and May 18, 2021 that contained personal information from other individuals. Upon learning of the incident, SMC immediately stopped mailing to MassHealth members and began an internal investigation to determine the root cause of the incident. The investigation identified that an internal program error caused the printing of incorrect addresses on a limited number of notices. SMC suspended use of this internal program and implemented additional safeguards and procedures to prevent the issue from reoccurring. SMC has since mailed the correct information to affected MassHealth members.

### **Why Does SMC Have My Information?**

SMC is a vendor of EOHHS that provides mailing services to MassHealth members, and uses information regarding MassHealth members exclusively to provide mailing services on behalf of MassHealth.

### **What Information Was Involved?**

The investigation revealed that the following categories of information were included on notices due to the mailing error: member name; member identification number; member's last four (4) digits of Social Security Number; and member's date of birth.

As noted above, there is no evidence that your information was misused.

### **What We Are Doing.**

After beginning our investigation of this issue, these mailings to MassHealth members were halted until the affected members were identified and the root cause of the incident was determined. We stopped using the program that caused the error and implemented additional safeguards and procedures to further strengthen mailing procedures and to prevent the issue from reoccurring. In addition, we worked with a leading privacy and security law firm to aid in our investigation and response. We will report this incident to relevant government agencies.

## What You Can Do.

Our investigation has given us no reason to believe that your information has been further used in an impermissible manner. Nevertheless, there are some things you can do if you are concerned about the potential misuse of your personal information. It is always recommended that you regularly review account statements and report any suspicious activity to financial institutions. Please also review the enclosed "Additional Resources" section included with this letter, which describes additional steps you can take to help protect your information.

In addition, while we are unaware of any actual or attempted misuse of your information as a result of this incident, we are providing you with access to the following services:

- Representatives are available for ninety (90) days from the date of this letter, to assist you with questions regarding this incident, between the hours of 8:00 am to 8:00 pm Eastern time, Monday through Friday. Please call the help line at 1-800-405-6108 and supply the specialist with your unique code: [REDACTED]. To extend these services, enrollment in the monitoring services described below is required.
- Additionally, we are providing you with access to Triple Bureau Credit Monitoring and cyber monitoring services at no charge. These services provide you with alerts for twenty-four (24) months from the date of enrollment if changes occur to any of one of your Experian, Equifax, or TransUnion credit files. This notification is sent to you the same day that the change or update takes place with the bureau. Cyber monitoring will look out for your personal data on the dark web and alert you if your personally identifiable information is found online. In addition, 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.

## How do I enroll for the free services?

To enroll in Credit Monitoring services at no charge, please log on to <https://www.myidmanager.com> 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 ninety (90) days from the date of this letter. Please note that these services require an internet connection and e-mail account and may not be available to minors under the age of eighteen (18). When signing up for monitoring services, you may be asked to verify personal information for your own protection to confirm your identity.

**For More Information.**

As described above, if you have any questions about this incident, please call the help line at 1-800-405-6108 and supply the specialist with your unique code [REDACTED], between the hours of 8:00 am to 8:00 pm Eastern time, Monday through Friday.

Sincerely,

A handwritten signature in black ink, appearing to read "Linda Smith". The signature is fluid and cursive, with the first name "Linda" being more prominent than the last name "Smith".

CEO  
Standard Modern Company  
[standardmodern.com/security-incident](http://standardmodern.com/security-incident)

## ADDITIONAL RESOURCES

Contact information for the three nationwide credit reporting companies is as follows:

**Equifax**, PO Box 740241, Atlanta, GA 30374, [www.equifax.com](http://www.equifax.com), 1-800-685-1111

**Experian**, PO Box 2104, Allen, TX 75013, [www.experian.com](http://www.experian.com), 1-888-397-3742

**TransUnion**, PO Box 2000, Chester, PA 19022, [www.transunion.com](http://www.transunion.com), 1-800-888-4213

**Free Credit Report.** We remind you to be vigilant for incidents of fraud or identity theft by reviewing your account statements and free credit reports for any unauthorized activity. You may obtain a copy of your credit report, free of charge, once every 12 months from each of the three nationwide credit reporting companies. To order your annual free credit report, please visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call toll free at 1-877-322-8228. You can also order your annual free credit report by mailing a completed Annual Credit Report Request Form (available from the U.S. Federal Trade Commission's ("FTC") website at [www.consumer.ftc.gov](http://www.consumer.ftc.gov)) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281.

**For Colorado, Georgia, Maine, Maryland, Massachusetts, New Jersey, Puerto Rico, and Vermont residents:**

You may obtain one or more (depending on the state) additional copies of your credit report, free of charge. You must contact each of the credit reporting agencies directly to obtain such additional report(s).

**Security Freeze.** Security freezes, also known as credit freezes, restrict access to your credit file, making it harder for identity thieves to open new accounts in your name. You can freeze and unfreeze your credit file for free. You also can get a free freeze for your children who are under 16. And if you are someone's guardian, conservator or have a valid power of attorney, you can get a free freeze for that person, too.

How will these freezes work? Contact all three of the nationwide credit reporting agencies – Equifax, Experian, and TransUnion. If you request a freeze online or by phone, the agency must place the freeze within one business day. If you request a lift of the freeze, the agency must lift it within one hour. If you make your request by mail, the agency must place or lift the freeze within three business days after it gets your request. You also can lift the freeze temporarily without a fee.

Do not confuse freezes with locks. They work in a similar way, but locks may have monthly fees. If you want a free freeze guaranteed by federal law, then opt for a freeze, not a lock.

The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past five years; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. The request must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, display your name and current mailing address, and the date of issue.

**For New Mexico residents:** You may obtain a security freeze on your credit report to protect your privacy and ensure that credit is not granted in your name without your knowledge. You may submit a declaration of removal to remove information placed in your credit report as a result of being a victim of identity theft. You have a right to place a security freeze on your credit report or submit a declaration of removal pursuant to the Fair Credit Reporting and Identity Security Act.

**For Colorado and Illinois residents:** You may obtain information from the credit reporting agencies and the FTC about security freezes.

**Fraud Alerts.** A fraud alert tells businesses that check your credit that they should check with you before opening a new account. As of September 18, 2018, when you place a fraud alert, it will last one year, instead of 90 days. Fraud alerts will still be free and identity theft victims can still get an extended fraud alert for seven years.

**For Colorado and Illinois residents:** You may obtain additional information from the credit reporting agencies and the FTC about fraud alerts.

**Federal Trade Commission and State Attorneys General Offices.** If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should immediately contact the Federal Trade Commission and/or the Attorney General's office in your home state. You may also contact these agencies for information on how to prevent or avoid identity theft. You may contact the Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580, [www.ftc.gov/bcp/edu/microsites/idtheft/](http://www.ftc.gov/bcp/edu/microsites/idtheft/), 1-877-IDTHEFT (438-4338).

**For Maryland Residents:** You may contact the Maryland Office of the Attorney General, Consumer Protection Division, 200 St. Paul Place, Baltimore, MD 21202, [www.oag.state.md.us](http://www.oag.state.md.us), 1-888-743-0023.

**For North Carolina residents:** You may contact the North Carolina Office of the Attorney General, Consumer Protection Division, 9001 Mail Service Center, Raleigh, NC 27699-9001, [www.ncdoj.gov](http://www.ncdoj.gov), 1-877-566-7226.

**For Rhode Island Residents:** You may contact the Rhode Island Office of the Attorney General, 150 South Main Street, Providence, RI 02903, <http://www.riag.ri.gov>, 401-274-4400.

#### **Reporting of identity theft and obtaining a police report.**

You have the right to obtain any police report filed in the United States in regard to this incident. If you are the victim of fraud or identity theft, you also have the right to file a police report.

**For Iowa residents:** You are advised to report any suspected identity theft to law enforcement or to the Iowa Attorney General.

**For Massachusetts residents:** You have the right to obtain a police report if you are a victim of identity theft. You also have a right to file a police report and obtain a copy of it.

**For Oregon residents:** You are advised to report any suspected identity theft to law enforcement, the Federal Trade Commission, and the Oregon Attorney General.

**For Rhode Island residents:** You have the right to file or obtain a police report regarding this incident.

**This information is important. It should be translated right away.**

Esta información es importante y debe ser traducida inmediatamente. (Spanish)

Esta informação é importante. Deverá ser traduzida imediatamente. (Brazilian Portuguese)

此處的資訊十分重要，應立即翻譯。 (Chinese)

Enfòmasyon sa enpòtan. Yo fèt pou tradwi li tou swit. (Haitian Creole)

Những tin tức này thật quan trọng. Tin tức này cần phải thông dịch liền. (Vietnamese)

Эта информация очень важна. Ее нужно перевести немедленно. (Russian)

هذه المعلومات هامة. فوراً ترجمتها يجب. (Arabic)

នេះគឺជាព័ត៌មានសំខាន់ណាស់ ត្រូវប្រាប់ឲ្យភ្លាមៗ។ (Cambodian)

Cette information est importante. Prière de la traduire immédiatement. (French)

Questa informazione è importante. Si pregha di tradurla immediatamente. (Italian)

이 정보는 중요합니다. 이는 즉시 번역해야 합니다. (Korean)

Αυτή η πληροφορία είναι σημαντική και πρέπει να μεταφραστεί άμεσα. (Greek)

To jest ważna informacja. Powinna zostać niezwłocznie przetłumaczona. (Polish)

जानकारी महत्वपूर्ण है। इसका अनुवाद भलीभांति किया जाना चाहिए। (Hindi)

આ માહિતી મહત્વની છે. તેનું તરત જ અનુવાદ થવું જોઈએ. (Gujarati)

ຂໍ້ ກ່າວ ທີ່ ບໍ່ ສຳ ຄັນ ຈຳ ກວນ ບໍ່ ຈະ ດຳ ພາ ດີ ທີ່ ການ ດຳ ພາ ທີ່ ບໍ່ ດີ. (Lao)

July 20, 2021



Dear Parent or Guardian of [REDACTED]

I am writing to inform you of a data incident that took place when your child's information was inadvertently sent to another member because of a mailing issue. This letter provides information about this incident and, as a precaution, provides steps you can take to protect your child's personal information, though we are unaware of any misuse of your child's information.

### **What Happened?**

Standard Modern Company, Inc. ("SMC") is a vendor of Massachusetts Executive Office of Health and Human Services ("EOHHS") that provides mailing services to MassHealth members on behalf of EOHHS. On May 24, 2021, SMC was notified that some MassHealth members received notices that were mailed between May 10, 2021, and May 18, 2021, that contained personal information from other individuals. Upon learning of the incident, SMC immediately stopped mailing to MassHealth members and began an internal investigation to determine the root cause of the incident. The investigation identified that an internal program error caused the printing of incorrect addresses on a limited number of notices. SMC suspended use of this internal program and implemented additional safeguards and procedures to prevent the issue from reoccurring. SMC has since mailed the correct information to affected MassHealth members.

### **Why Does SMC Have My Child's Information?**

SMC is a vendor of EOHHS that provides mailing services to MassHealth members, and uses information regarding MassHealth members exclusively to provide mailing services on behalf of MassHealth.

### **What Information Was Involved?**

The investigation revealed that the following categories of information were included on notices due to the mailing error: member name; member identification number; member's last four (4) digits of Social Security Number; and member's date of birth.

As noted above, there is no evidence that your child's information was misused.

### **What We Are Doing.**

After beginning our investigation of this issue, these mailings to MassHealth members were halted until the affected members were identified and the root cause of the incident was determined. We stopped using the program that caused the error and implemented additional safeguards and procedures to further strengthen mailing procedures and to prevent the issue from reoccurring. In addition, we worked with a leading privacy and security law firm to aid in our investigation and response. We will report this incident to relevant government agencies.

## What You Can Do.

Our investigation has given us no reason to believe that your child's information has been further used in an impermissible manner. Nevertheless, there are some things you can do if you are concerned about the potential misuse of your child's personal information. It is always recommended that you regularly review account statements and report any suspicious activity to financial institutions. Please also review the enclosed "Additional Resources" section included with this letter, which describes additional steps you can take to help protect your child's information.

In addition, while we are unaware of any actual or attempted misuse of your child's information as a result of this incident, we are providing you with access to the following services:

- Representatives are available for ninety (90) days from the date of this letter, to assist you with questions regarding this incident, between the hours of 8:00 am to 8:00 pm Eastern time, Monday through Friday. Please call the help line at 1-800-405-6108 and supply the specialist with your child's unique code: [REDACTED]. To extend these services, enrollment in the monitoring services described below is required.
- Additionally, we are providing the parents of impacted minor dependents with access to **Cyber Monitoring** services for you and your child for twenty-four (24) months at no charge. Cyber monitoring will look out for your child's personal data on the dark web and alert you if your child's personally identifiable information is found online. Finally, we are providing you with assistance in placing a Protected Consumer Credit File Freeze with the credit reporting agencies, if you so choose.

## How do I enroll for the free services?

To enroll in Cyber Monitoring services at no charge, please log on to <https://www.myidmanager.com> and follow the instructions provided. When prompted please provide the following unique code to receive services: [REDACTED]. Once you have enrolled, you will click on 'Child Monitoring' and enter the information for the child. In order for you to receive the monitoring services described above, you must enroll within ninety (90) days from the date of this letter. Please note that these services require an internet connection and will require enrollment by parent or guardian first.

## For More Information.

As described above, if you have any questions about this incident, please call the help line at 1-800-405-6108 and supply the specialist with your unique code [REDACTED] between the hours of 8:00 am to 8:00 pm Eastern time, Monday through Friday.

Sincerely,



Linda Smith

CEO

Standard Modern Company

[standardmodern.com/security-incident](http://standardmodern.com/security-incident)



## ADDITIONAL RESOURCES

Contact information for the three nationwide credit reporting companies is as follows:

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**TransUnion**, PO Box 2000, Chester, PA 19022, [www.transunion.com](http://www.transunion.com), 1-800-888-4213

**Free Credit Report.** We remind you to be vigilant for incidents of fraud or identity theft by reviewing your account statements and free credit reports for any unauthorized activity. You may obtain a copy of your credit report, free of charge, once every 12 months from each of the three nationwide credit reporting companies. To order your annual free credit report, please visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call toll free at 1-877-322-8228. You can also order your annual free credit report by mailing a completed Annual Credit Report Request Form (available from the U.S. Federal Trade Commission's ("FTC") website at [www.consumer.ftc.gov](http://www.consumer.ftc.gov)) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281.

**For Colorado, Georgia, Maine, Maryland, Massachusetts, New Jersey, Puerto Rico, and Vermont residents:**

You may obtain one or more (depending on the state) additional copies of your credit report, free of charge. You must contact each of the credit reporting agencies directly to obtain such additional report(s).

**Security Freeze.** Security freezes, also known as credit freezes, restrict access to your credit file, making it harder for identity thieves to open new accounts in your name. You can freeze and unfreeze your credit file for free. You also can get a free freeze for your children who are under 16. And if you are someone's guardian, conservator or have a valid power of attorney, you can get a free freeze for that person, too.

How will these freezes work? Contact all three of the nationwide credit reporting agencies – Equifax, Experian, and TransUnion. If you request a freeze online or by phone, the agency must place the freeze within one business day. If you request a lift of the freeze, the agency must lift it within one hour. If you make your request by mail, the agency must place or lift the freeze within three business days after it gets your request. You also can lift the freeze temporarily without a fee.

Do not confuse freezes with locks. They work in a similar way, but locks may have monthly fees. If you want a free freeze guaranteed by federal law, then opt for a freeze, not a lock.

The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past five years; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. The request must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, display your name and current mailing address, and the date of issue.

**For New Mexico residents:** You may obtain a security freeze on your credit report to protect your privacy and ensure that credit is not granted in your name without your knowledge. You may submit a declaration of removal to remove information placed in your credit report as a result of being a victim of identity theft. You have a right to place a security freeze on your credit report or submit a declaration of removal pursuant to the Fair Credit Reporting and Identity Security Act.

**For Colorado and Illinois residents:** You may obtain information from the credit reporting agencies and the FTC about security freezes.

**Fraud Alerts.** A fraud alert tells businesses that check your credit that they should check with you before opening a new account. As of September 18, 2018, when you place a fraud alert, it will last one year, instead of 90 days. Fraud alerts will still be free and identity theft victims can still get an extended fraud alert for seven years.

**For Colorado and Illinois residents:** You may obtain additional information from the credit reporting agencies and the FTC about fraud alerts.

**Federal Trade Commission and State Attorneys General Offices.** If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should immediately contact the Federal Trade Commission and/or the Attorney General's office in your home state. You may also contact these agencies for information on how to prevent or avoid identity theft. You may contact the Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580, [www.ftc.gov/bcp/edu/microsites/idtheft/](http://www.ftc.gov/bcp/edu/microsites/idtheft/), 1-877-IDTHEFT (438-4338).

**For Maryland Residents:** You may contact the Maryland Office of the Attorney General, Consumer Protection Division, 200 St. Paul Place, Baltimore, MD 21202, [www.oag.state.md.us](http://www.oag.state.md.us), 1-888-743-0023.

**For North Carolina residents:** You may contact the North Carolina Office of the Attorney General, Consumer Protection Division, 9001 Mail Service Center, Raleigh, NC 27699-9001, [www.ncdoj.gov](http://www.ncdoj.gov), 1-877-566-7226.

**For Rhode Island Residents:** You may contact the Rhode Island Office of the Attorney General, 150 South Main Street, Providence, RI 02903, <http://www.riag.ri.gov>, 401-274-4400.

#### **Reporting of identity theft and obtaining a police report.**

You have the right to obtain any police report filed in the United States in regard to this incident. If you are the victim of fraud or identity theft, you also have the right to file a police report.

**For Iowa residents:** You are advised to report any suspected identity theft to law enforcement or to the Iowa Attorney General.

**For Massachusetts residents:** You have the right to obtain a police report if you are a victim of identity theft. You also have a right to file a police report and obtain a copy of it.

**For Oregon residents:** You are advised to report any suspected identity theft to law enforcement, the Federal Trade Commission, and the Oregon Attorney General.

**For Rhode Island residents:** You have the right to file or obtain a police report regarding this incident.

**This information is important. It should be translated right away.**

Esta información es importante y debe ser traducida inmediatamente.(Spanish)

Esta informação é importante. Deverá ser traduzida imediatamente.(Brazilian Portuguese)

此處的資訊十分重要，應立即翻譯。(Chinese)

Enfòmasyon sa enpòtan. Yo fèt pou tradwi li tou swit.(Haitian Creole)

Những tin tức này thật quan trọng. Tin tức này cần phải thông dịch liền.(Vietnamese)

Эта информация очень важна. Ее нужно перевести немедленно.(Russian)

فوراً ترجمتها يجب. هامة المعلومات هذه.(Arabic)

នេះគឺជាព័ត៌មានសំខាន់ណាស់ ត្រូវប្រែប្រួលឱ្យបានឆាប់បំផុត(Cambodian)

Cette information est importante. Prière de la traduire immédiatement.(French)

Questa informazione è importante. Si pregha di tradurla immediatamente.(Italian)

이 정보는 중요합니다. 이는 즉시 번역해야 합니다.(Korean)

Αυτή η πληροφορία είναι σημαντική και πρέπει να μεταφραστεί άμεσα.(Greek)

To jest ważna informacja. Powinna zostać niezwłocznie przetłumaczona.(Polish) यह

जानकारी महत्वपूर्ण है। इसका अनुवाद भलीभांति किया जाना चाहिए।(Hindi)

આ માહિતી મહત્વની છે. તેનું તરત જ અનુવાદ થવું જોઈએ.(Gujarati)

ຂໍ້ ຈຳນວນ ບໍລິສັດ ສາມ ຈຳນວນ ຈະ ໃດ ທີ່ ຈຳນວນ ບໍລິສັດ ບໍລິສັດ(Lao)



**Standard Modern Company**  
Integrated Solutions. Higher Standards.

July 20, 2021



To the Family of [REDACTED]

I am writing to inform you of a data incident that took place when your family member's personal information was inadvertently sent to another person because of a mailing issue. This letter provides information about this incident and, as a precaution, provides steps you can take to protect your family member's information, though we are unaware of any misuse of their information.

### **What Happened?**

Standard Modern Company, Inc. ("SMC") is a vendor of Massachusetts Executive Office of Health and Human Services ("EOHHS") that provides mailing services to MassHealth members on behalf of EOHHS. On May 24, 2021, SMC was notified that some MassHealth members received notices that were mailed between May 10, 2021, and May 18, 2021, that contained personal information from other individuals. Upon learning of the incident, SMC immediately stopped mailing to MassHealth members and began an internal investigation to determine the root cause of the incident. The investigation identified that an internal program error caused the printing of incorrect addresses on a limited number of notices. SMC suspended use of this internal program and implemented additional safeguards and procedures to prevent the issue from reoccurring. SMC has since mailed the correct information to the affected MassHealth members.

### **Why Does SMC Have My Family Member's Information?**

SMC is a vendor of EOHHS that provides mailing services to MassHealth members, and uses information regarding MassHealth members exclusively to provide mailing services on behalf of MassHealth.

### **What Information Was Involved?**

The investigation revealed that the following categories of information were included on notices due to the mailing error: member name; member identification number; member's last four (4) digits of Social Security Number; and member's date of birth.

As noted above, there is no evidence that your family member's information was misused.

### **What We Are Doing.**

After beginning our investigation of this issue, these mailings to MassHealth members were halted until the affected members were identified and the root cause of the incident was determined. We stopped using the program that caused the error and implemented additional safeguards and procedures to further strengthen mailing procedures and to prevent the issue from

reoccurring. In addition, we worked with a leading privacy and security law firm to aid in our investigation and response. We will report this incident to relevant government agencies.

### **What You Can Do.**

Our investigation has given us no reason to believe that your family member's information has been further used in an impermissible manner. Nevertheless, there are some things you can do if you are concerned about the potential misuse of your family member's personal information. It is always recommended that you regularly review account statements and report any suspicious activity to financial institutions. Please also review the enclosed "Additional Resources" section included with this letter, which describes additional steps you can take to help protect your family member's information.

In addition, while we are unaware of any actual or attempted misuse of your family member's information as a result of this incident, we are providing you with access to the following services:

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- Additionally, we are providing you with access to Triple Bureau Credit Monitoring and cyber monitoring services at no charge. These services provide you with alerts for twenty-four (24) months from the date of enrollment if changes occur to any of one of your family member's Experian, Equifax, or TransUnion credit files. This notification is sent to you the same day that the change or update takes place with the bureau. Cyber monitoring will look out for your personal data on the dark web and alert you if your family member's personally identifiable information is found online. In addition, we are providing you with proactive fraud assistance related to your family member's identity to help with any questions that you might have or in event that you become a victim of fraud.

### **How do I enroll for the free services?**

To enroll in Credit Monitoring services at no charge, please log on to <https://www.myidmanager.com> 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 on behalf of your family member, you must enroll within ninety (90) days from the date of this letter. Please note that these services require an internet connection and e-mail account and may not be available to minors under the age of eighteen (18) years of age.

**For More Information.**

As described above, if you have any questions about this incident, please call the help line at 1-800-405-6108 and supply the specialist with your unique code [REDACTED] between the hours of 8:00 am to 8:00 pm Eastern time, Monday through Friday.

Sincerely,



Linda Smith  
CEO

Standard Modern Company  
[standardmodern.com/security-incident](http://standardmodern.com/security-incident)

## ADDITIONAL RESOURCES

**Contact information for the three nationwide credit reporting companies is as follows:**

**Equifax**, PO Box 740241, Atlanta, GA 30374, [www.equifax.com](http://www.equifax.com), 1-800-685-1111

**Experian**, PO Box 2104, Allen, TX 75013, [www.experian.com](http://www.experian.com), 1-888-397-3742

**TransUnion**, PO Box 2000, Chester, PA 19022, [www.transunion.com](http://www.transunion.com), 1-800-888-4213

**Free Credit Report.** We remind you to be vigilant for incidents of fraud or identity theft by reviewing your account statements and free credit reports for any unauthorized activity. You may obtain a copy of your credit report, free of charge, once every 12 months from each of the three nationwide credit reporting companies. To order your annual free credit report, please visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call toll free at 1-877-322-8228. You can also order your annual free credit report by mailing a completed Annual Credit Report Request Form (available from the U.S. Federal Trade Commission's ("FTC") website at [www.consumer.ftc.gov](http://www.consumer.ftc.gov)) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281.

**For Colorado, Georgia, Maine, Maryland, Massachusetts, New Jersey, Puerto Rico, and Vermont residents:**

You may obtain one or more (depending on the state) additional copies of your credit report, free of charge. You must contact each of the credit reporting agencies directly to obtain such additional report(s).

**Security Freeze.** Security freezes, also known as credit freezes, restrict access to your credit file, making it harder for identity thieves to open new accounts in your name. You can freeze and unfreeze your credit file for free. You also can get a free freeze for your children who are under 16. And if you are someone's guardian, conservator or have a valid power of attorney, you can get a free freeze for that person, too.

How will these freezes work? Contact all three of the nationwide credit reporting agencies – Equifax, Experian, and TransUnion. If you request a freeze online or by phone, the agency must place the freeze within one business day. If you request a lift of the freeze, the agency must lift it within one hour. If you make your request by mail, the agency must place or lift the freeze within three business days after it gets your request. You also can lift the freeze temporarily without a fee.

Do not confuse freezes with locks. They work in a similar way, but locks may have monthly fees. If you want a free freeze guaranteed by federal law, then opt for a freeze, not a lock.

The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past five years; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. The request must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, display your name and current mailing address, and the date of issue.

**For New Mexico residents:** You may obtain a security freeze on your credit report to protect your privacy and ensure that credit is not granted in your name without your knowledge. You may submit a declaration of removal to remove information placed in your credit report as a result of being a victim of identity theft. You have a right to place a security freeze on your credit report or submit a declaration of removal pursuant to the Fair Credit Reporting and Identity Security Act.

**For Colorado and Illinois residents:** You may obtain information from the credit reporting agencies and the FTC about security freezes.

**Fraud Alerts.** A fraud alert tells businesses that check your credit that they should check with you before opening a new account. As of September 18, 2018, when you place a fraud alert, it will last one year, instead of 90 days. Fraud alerts will still be free and identity theft victims can still get an extended fraud alert for seven years.

**For Colorado and Illinois residents:** You may obtain additional information from the credit reporting agencies and the FTC about fraud alerts.

**Federal Trade Commission and State Attorneys General Offices.** If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should immediately contact the Federal Trade Commission and/or the Attorney General's office in your home state. You may also contact these agencies for information on how to prevent or avoid identity theft. You may contact the Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580, [www.ftc.gov/bcp/edu/microsites/idtheft/](http://www.ftc.gov/bcp/edu/microsites/idtheft/), 1-877-IDTHEFT (438-4338).

**For Maryland Residents:** You may contact the Maryland Office of the Attorney General, Consumer Protection Division, 200 St. Paul Place, Baltimore, MD 21202, [www.oag.state.md.us](http://www.oag.state.md.us), 1-888-743-0023.

**For North Carolina residents:** You may contact the North Carolina Office of the Attorney General, Consumer Protection Division, 9001 Mail Service Center, Raleigh, NC 27699-9001, [www.ncdoj.gov](http://www.ncdoj.gov), 1-877-566-7226.

**For Rhode Island Residents:** You may contact the Rhode Island Office of the Attorney General, 150 South Main Street, Providence, RI 02903, <http://www.riag.ri.gov>, 401-274-4400.

#### **Reporting of identity theft and obtaining a police report.**

You have the right to obtain any police report filed in the United States in regard to this incident. If you are the victim of fraud or identity theft, you also have the right to file a police report.

**For Iowa residents:** You are advised to report any suspected identity theft to law enforcement or to the Iowa Attorney General.

**For Massachusetts residents:** You have the right to obtain a police report if you are a victim of identity theft. You also have a right to file a police report and obtain a copy of it.

**For Oregon residents:** You are advised to report any suspected identity theft to law enforcement, the Federal Trade Commission, and the Oregon Attorney General.

**For Rhode Island residents:** You have the right to file or obtain a police report regarding this incident.



**This information is important. It should be translated right away.**

Esta información es importante y debe ser traducida inmediatamente.(Spanish)

Esta informação é importante. Deverá ser traduzida imediatamente.(Brazilian Portuguese)

此處的資訊十分重要，應立即翻譯。(Chinese)

Enfòmasyon sa enpòtan. Yo fèt pou tradwi li tou swit.(Haitian Creole)

Những tin tức này thật quan trọng. Tin tức này cần phải thông dịch liền.(Vietnamese)

Эта информация очень важна. Ее нужно перевести немедленно.(Russian)

فوراً ترجمتها يجب. هامة المعلومات هذه.(Arabic)

នេះគឺជាព័ត៌មានសំខាន់ណាស់ វាត្រូវតែបកប្រែឱ្យបានឆាប់បំផុត។(Cambodian)

Cette information est importante. Prière de la traduire immédiatement.(French)

Questa informazione è importante. Si pregha di tradurla immediatamente.(Italian)

이 정보는 중요합니다. 이는 즉시 번역해야 합니다.(Korean)

Αυτή η πληροφορία είναι σημαντική και πρέπει να μεταφραστεί άμεσα.(Greek)

To jest ważna informacja. Powinna zostać niezwłocznie przetłumaczona.(Polish)

यह जानकारी महत्वपूर्ण है। इसका अनुवाद भलीभांति किया जाना चाहिए।(Hindi)

આ માહિતી મહત્વની છે. તેનું તરત જ અનુવાદ થવું જોઈએ.(Gujarati)

ຂໍ້ ບູລິ ບໍລິສັດສາຍ ມາຄອນລາວ ຈຶ່ງ ການແປງ ທີ່ ບໍລິສັດ ທີ່ ບໍລິສັດ ທີ່ ບໍລິສັດ(Lao)

July 20, 2021



**Standard Modern Company**  
Integrated Solutions. Higher Standards.

[REDACTED]

To the Authorized Representative of [REDACTED],

I am writing to inform you of a data incident that involves personal information about the individual for whom you were designated an authorized representative ("Individual"), which was inadvertently sent to another person because of a mailing issue. This letter provides information about this incident and, as a precaution, provides steps you can take to protect the Individual's information, though we are unaware of any misuse of their information.

### **What Happened?**

Standard Modern Company, Inc. ("SMC") is a vendor of Massachusetts Executive Office of Health and Human Services ("EOHHS") that provides mailing services to MassHealth members on behalf of EOHHS. On May 24, 2021, SMC was notified that some MassHealth members received notices that were mailed between May 10, 2021, and May 18, 2021 that contained personal information from other individuals. Upon learning of the incident, SMC immediately stopped mailing to MassHealth members and began an internal investigation to determine the root cause of the incident. The investigation identified that an internal program error caused the printing of incorrect addresses on a limited number of notices. SMC suspended use of this internal program and implemented additional safeguards and procedures to prevent the issue from reoccurring. SMC has since mailed the correct information to the affected MassHealth members.

### **Why Does SMC Have the Individual's Information?**

SMC is a vendor of EOHHS that provides mailing services to MassHealth members, and uses information regarding MassHealth members exclusively to provide mailing services on behalf of MassHealth.

### **What Information Was Involved?**

The investigation revealed that the following categories of information were included on notices due to the mailing error: member name; member identification number; member's last four (4) digits of Social Security Number; and member's date of birth.

As noted above, there is no evidence that the Individual's information was misused.

### **What We Are Doing.**

After beginning our investigation of this issue, these mailings to MassHealth members were halted until the affected members were identified and the root cause of the incident was determined. We stopped using the program that caused the error and implemented additional safeguards and procedures to further strengthen mailing procedures and to prevent the issue from

reoccurring. In addition, we worked with a leading privacy and security law firm to aid in our investigation and response. We will report this incident to relevant government agencies.

### **What You Can Do.**

Our investigation has given us no reason to believe that the Individual's information has been further used in an impermissible manner. Nevertheless, there are some things you can do if you are concerned about the potential misuse of the Individual's personal information. It is always recommended that you regularly review account statements and report any suspicious activity to financial institutions. Please also review the enclosed "Additional Resources" section included with this letter, which describes additional steps you can take to help protect the Individual's information.

In addition, while we are unaware of any actual or attempted misuse of the Individual's information as a result of this incident, we are providing you with access to the following services:

- Representatives are available for ninety (90) days from the date of this letter, to assist you with questions regarding this incident, between the hours of 8:00 am to 8:00 pm Eastern time, Monday through Friday. Please call the help line at 1-800-405-6108 and supply the specialist with the Individual's unique code: [REDACTED]. To extend these services, enrollment in the monitoring services described below is required.
- Additionally, we are providing you with access to Triple Bureau Credit Monitoring and cyber monitoring services at no charge. These services provide you with alerts for twenty-four (24) months from the date of enrollment if changes occur to any of one of the Individual's Experian, Equifax, or TransUnion credit files. This notification is sent to you the same day that the change or update takes place with the bureau. Cyber monitoring will look out for your personal data on the dark web and alert you if the Individual's personally identifiable information is found online. In addition, we are providing you with proactive fraud assistance related to the Individual's identity to help with any questions that you might have or in event that you become a victim of fraud.

### **How do I enroll for the free services?**

To enroll in Credit Monitoring services at no charge, please log on to <https://www.myidmanager.com> 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 on behalf of the Individual, you must enroll within ninety (90) days from the date of this letter. Please note that these services require an internet connection and e-mail account and may not be available to minors under the age of eighteen (18) years of age.

**For More Information.**

As described above, if you have any questions about this incident, please call the help line at 1-800-405-6108 and supply the specialist with your unique code [REDACTED], between the hours of 8:00 am to 8:00 pm Eastern time, Monday through Friday.

Sincerely,



Linda Smith

CEO

Standard Modern Company

[standardmodern.com/security-incident](http://standardmodern.com/security-incident)

## ADDITIONAL RESOURCES

**Contact information for the three nationwide credit reporting companies is as follows:**

**Equifax**, PO Box 740241, Atlanta, GA 30374, [www.equifax.com](http://www.equifax.com), 1-800-685-1111

**Experian**, PO Box 2104, Allen, TX 75013, [www.experian.com](http://www.experian.com), 1-888-397-3742

**TransUnion**, PO Box 2000, Chester, PA 19022, [www.transunion.com](http://www.transunion.com), 1-800-888-4213

**Free Credit Report.** We remind you to be vigilant for incidents of fraud or identity theft by reviewing your account statements and free credit reports for any unauthorized activity. You may obtain a copy of your credit report, free of charge, once every 12 months from each of the three nationwide credit reporting companies. To order your annual free credit report, please visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call toll free at 1-877-322-8228. You can also order your annual free credit report by mailing a completed Annual Credit Report Request Form (available from the U.S. Federal Trade Commission's ("FTC") website at [www.consumer.ftc.gov](http://www.consumer.ftc.gov)) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281.

**For Colorado, Georgia, Maine, Maryland, Massachusetts, New Jersey, Puerto Rico, and Vermont residents:**

You may obtain one or more (depending on the state) additional copies of your credit report, free of charge. You must contact each of the credit reporting agencies directly to obtain such additional report(s).

**Security Freeze.** Security freezes, also known as credit freezes, restrict access to your credit file, making it harder for identity thieves to open new accounts in your name. You can freeze and unfreeze your credit file for free. You also can get a free freeze for your children who are under 16. And if you are someone's guardian, conservator or have a valid power of attorney, you can get a free freeze for that person, too.

How will these freezes work? Contact all three of the nationwide credit reporting agencies – Equifax, Experian, and TransUnion. If you request a freeze online or by phone, the agency must place the freeze within one business day. If you request a lift of the freeze, the agency must lift it within one hour. If you make your request by mail, the agency must place or lift the freeze within three business days after it gets your request. You also can lift the freeze temporarily without a fee.

Do not confuse freezes with locks. They work in a similar way, but locks may have monthly fees. If you want a free freeze guaranteed by federal law, then opt for a freeze, not a lock.

The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past five years; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. The request must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, display your name and current mailing address, and the date of issue.

**For New Mexico residents:** You may obtain a security freeze on your credit report to protect your privacy and ensure that credit is not granted in your name without your knowledge. You may submit a declaration of removal to remove information placed in your credit report as a result of being a victim of identity theft. You have a right to place a security freeze on your credit report or submit a declaration of removal pursuant to the Fair Credit Reporting and Identity Security Act.

**For Colorado and Illinois residents:** You may obtain information from the credit reporting agencies and the FTC about security freezes.

**Fraud Alerts.** A fraud alert tells businesses that check your credit that they should check with you before opening a new account. As of September 18, 2018, when you place a fraud alert, it will last one year, instead of 90 days. Fraud alerts will still be free and identity theft victims can still get an extended fraud alert for seven years.

**For Colorado and Illinois residents:** You may obtain additional information from the credit reporting agencies and the FTC about fraud alerts.

**Federal Trade Commission and State Attorneys General Offices.** If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should immediately contact the Federal Trade Commission and/or the Attorney General's office in your home state. You may also contact these agencies for information on how to prevent or avoid identity theft. You may contact the Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580, [www.ftc.gov/bcp/edu/microsites/idtheft/](http://www.ftc.gov/bcp/edu/microsites/idtheft/), 1-877-IDTHEFT (438-4338).

**For Maryland Residents:** You may contact the Maryland Office of the Attorney General, Consumer Protection Division, 200 St. Paul Place, Baltimore, MD 21202, [www.oag.state.md.us](http://www.oag.state.md.us), 1-888-743-0023.

**For North Carolina residents:** You may contact the North Carolina Office of the Attorney General, Consumer Protection Division, 9001 Mail Service Center, Raleigh, NC 27699-9001, [www.ncdoj.gov](http://www.ncdoj.gov), 1-877-566-7226.

**For Rhode Island Residents:** You may contact the Rhode Island Office of the Attorney General, 150 South Main Street, Providence, RI 02903, <http://www.riag.ri.gov>, 401-274-4400.

#### **Reporting of identity theft and obtaining a police report.**

You have the right to obtain any police report filed in the United States in regard to this incident. If you are the victim of fraud or identity theft, you also have the right to file a police report.

**For Iowa residents:** You are advised to report any suspected identity theft to law enforcement or to the Iowa Attorney General.

**For Massachusetts residents:** You have the right to obtain a police report if you are a victim of identity theft. You also have a right to file a police report and obtain a copy of it.

**For Oregon residents:** You are advised to report any suspected identity theft to law enforcement, the Federal Trade Commission, and the Oregon Attorney General.

**For Rhode Island residents:** You have the right to file or obtain a police report regarding this incident.



**Standard Modern Company**  
Integrated Solutions. Higher Standards.

July 20, 2021

[REDACTED]

To the Guardian of [REDACTED]

I am writing to inform you of a data incident that took place when your dependent's personal information was inadvertently sent to another person because of a mailing issue. This letter provides information about this incident and, as a precaution, provides steps you can take to protect your family member's information, though we are unaware of any misuse of their information.

### **What Happened?**

Standard Modern Company, Inc. ("SMC") is a vendor of Massachusetts Executive Office of Health and Human Services ("EOHHS") that provides mailing services to MassHealth members on behalf of EOHHS. On May 24, 2021, SMC was notified that some MassHealth members received notices that were mailed between May 10, 2021, and May 18, 2021 that contained personal information from other individuals. Upon learning of the incident, SMC immediately stopped mailing to MassHealth members and began an internal investigation to determine the root cause of the incident. The investigation identified that an internal program error caused the printing of incorrect addresses on a limited number of notices. SMC suspended use of this internal program and implemented additional safeguards and procedures to prevent the issue from reoccurring. SMC has since mailed the correct information to the affected MassHealth members.

### **Why Does SMC Have My Family Member's Information?**

SMC is a vendor of EOHHS that provides mailing services to MassHealth members, and uses information regarding MassHealth members exclusively to provide mailing services on behalf of MassHealth.

### **What Information Was Involved?**

The investigation revealed that the following categories of information were included on notices due to the mailing error: member name; member identification number; member's last four (4) digits of Social Security Number; and member's date of birth.

As noted above, there is no evidence that your dependent's information was misused.

### **What We Are Doing.**

After beginning our investigation of this issue, these mailings to MassHealth members were halted until the affected members were identified and the root cause of the incident was determined. We stopped using the program that caused the error and implemented additional safeguards and procedures to further strengthen mailing procedures and to prevent the issue from

reoccurring. In addition, we worked with a leading privacy and security law firm to aid in our investigation and response. We will report this incident to relevant government agencies.

### **What You Can Do.**

Our investigation has given us no reason to believe that your dependent's information has been further used in an impermissible manner. Nevertheless, there are some things you can do if you are concerned about the potential misuse of your dependent's personal information. It is always recommended that you regularly review account statements and report any suspicious activity to financial institutions. Please also review the enclosed "Additional Resources" section included with this letter, which describes additional steps you can take to help protect your dependent's information.

In addition, while we are unaware of any actual or attempted misuse of your dependent's information as a result of this incident, we are providing you with access to the following services:

- Representatives are available for ninety (90) days from the date of this letter, to assist you with questions regarding this incident, between the hours of 8:00 am to 8:00 pm Eastern time, Monday through Friday. Please call the help line at 1-800-405-6108 and supply the specialist with your dependent's unique code: [REDACTED]. To extend these services, enrollment in the monitoring services described below is required.
- Additionally, we are providing you with access to Triple Bureau Credit Monitoring and cyber monitoring services at no charge. These services provide you with alerts for twenty-four (24) months from the date of enrollment if changes occur to any of one of your dependent's Experian, Equifax, or TransUnion credit files. This notification is sent to you the same day that the change or update takes place with the bureau. Cyber monitoring will look out for your personal data on the dark web and alert you if your dependent's personally identifiable information is found online. In addition, we are providing you with proactive fraud assistance related to your dependent's identity to help with any questions that you might have or in event that you become a victim of fraud.

### **How do I enroll for the free services?**

To enroll in Credit Monitoring services at no charge, please log on to <https://www.myidmanager.com> 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 on behalf of your dependent, you must enroll within ninety (90) days from the date of this letter. Please note that these services require an internet connection and e-mail account and may not be available to minors under the age of eighteen (18) years of age.



**For More Information.**

As described above, if you have any questions about this incident, please call the help line at 1-800-405-6108 and supply the specialist with your unique code [REDACTED] between the hours of 8:00 am to 8:00 pm Eastern time, Monday through Friday.

Sincerely,

A handwritten signature in black ink, appearing to read "Linda Smith". The signature is fluid and cursive, with the first name "Linda" being more prominent than the last name "Smith".

Linda Smith  
CEO

Standard Modern Company  
[standardmodern.com/security-incident](http://standardmodern.com/security-incident)

