

22061

[date]

Dear \_:

This letter is to inform you that a security incident involved your personal information.

I am writing to you with important information about a recent internal investigation regarding your personal information. In April 2021, Boston Health Care for the Homeless Program (BHCHP) became aware of possible misuse of your personal information (name, date of birth, social security number) and/or financial documents. The financial documents may have included cash cards and/or checks. Our investigation of this matter included reviewing our electronic medical record, data reports, mail records, and speaking with staff.

After an investigation by Boston Health Care for the Homeless Program's internal Compliance team, we determined that these documents may have been removed from patient mail after being delivered to BHCHP. Because our investigation showed your data and/or documents may have been misused, we are notifying of this data breach.

We have been and are continuing to attempt to retrieve and secure your information. We are informing all patients affected to make sure you have information you may need to protect yourself, and to maintain the trust you placed in us. We will notify you of any further significant developments in the investigation.

Additional security measures have now been added around security of patient information that will prevent this going forward. Should the need arise, we will also cooperate with you, law enforcement, and financial institutions to address this issue.

Please review the enclosure to this letter (Steps You Can Take to Further Protect Your Information) for further information on steps you can take to protect your information.

Please accept our sincere apologies for any inconvenience this may have caused and know that we are committed to helping you resolve any effect this may have on you. Please contact Nicole Collymore, at 857 654-1081, [ncollymore@bhchp.org](mailto:ncollymore@bhchp.org) if you have any questions.

Sincerely,

Dirk Williams  
Chief Compliance Officer  
[diwilliams@bhchp.org](mailto:diwilliams@bhchp.org)  
857 654-1049

## STEPS YOU CAN TAKE TO FURTHER PROTECT YOUR INFORMATION

If you believe you have been affected by this possible breach, here are steps you can take to protect your information. BHCHP will assist you in determining if your information is being improperly used.

- Under Massachusetts law, you have the right to obtain any police report filed in regard to this incident.
- **Review Your Account Statements and Notify Law Enforcement of Suspicious Activity**  
If you find suspicious activity on an account, notify the bank or company. You can also report fraudulent activity or suspected identity theft to proper law enforcement authorities, your state attorney general, and/or the Federal Trade Commission (FTC). To file a complaint with the FTC, go to [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft) or call 1-877-ID-THEFT (877-438-4338). Complaints filed with the FTC are added to the FTC's database and made available to police and law enforcement.
- **Copy of Credit Report**  
You may obtain a free credit report from each of the three major credit reporting agencies once a year by visiting [www.annualcreditreport.com](http://www.annualcreditreport.com), calling toll-free 877-322-8228, or by completing an Annual Credit Report Request Form ([www.annualcreditreport.com/manualRequestForm.action](http://www.annualcreditreport.com/manualRequestForm.action)) and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348. Or you can elect to purchase a copy of your credit report by contacting one of the three national credit reporting agencies:

Equifax (800) 685-1111 <a href="http://www.equifax.com">www.equifax.com</a> P.O. Box 740241 Atlanta, GA 30374	Experian (888) 397-3742 <a href="http://www.experian.com">www.experian.com</a> 535 Anton Blvd., Suite 100 Costa Mesa, CA 92626	TransUnion (800) 916-8800 <a href="http://www.transunion.com">www.transunion.com</a> P.O. Box 6790 Fullerton, CA 92834
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- **Credit Report Monitoring**  
If you think that you have been affected by this possible breach, please contact BHCHP to learn about options for free credit monitoring.
- **Fraud Alert**  
A fraud alert on your credit report informs companies of possible fraudulent activity and requests that companies contact you before opening new accounts in your name. An initial fraud alert is free and stays on your credit file for at least 90 days. For more information, contact any of the credit reporting agencies identified above, or go to [www.annualcreditreport.com](http://www.annualcreditreport.com).
- **Security Freeze**  
A security freeze prevents new credit from being opened in your name without a PIN number that is issued to you. It prevents creditors from accessing your credit report without your consent, and so may interfere with or delay access to credit. You must request a security freeze with each credit reporting agency. There is no charge for a security freeze. Placing a security freeze will require you to provide the credit reporting agency with identifying information including your full name, Social Security number, date of birth, current and previous addresses, a copy of your state-issued identification card, and/or recent account statements.

- **Additional Free Resources on Identity Theft**

The Federal Trade Commission has additional tips on how to avoid identity theft. For more information, please visit [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft) or call 1-877-ID-THEFT (877-438-4338).