

Sound Generations
P.O. Box 3923
Syracuse, NY 13220



December 15, 2021

Via First-Class Mail

Re: NOTICE OF DATA SECURITY INCIDENT

Dear 

Out of an abundance of caution, Sound Generations is writing to inform you of two data security incidents that may have resulted in an unauthorized access of your personal information. Sound Generations sincerely apologizes for this incident and any inconvenience it may cause you. While Sound Generations is unaware of any fraudulent misuse of your personal information at this time, Sound Generations is providing you with details about the events, steps that Sound Generations is taking in response, and resources available to help you protect against the potential misuse of your information.

Our Organization

Sound Generations is a comprehensive 501c3 non-profit organization that serves older adults and adults with disabilities in King County, Washington. Our organization is Washington State's largest provider of comprehensive services for aging adults in King County. We strive to expand the provision of food security, transportation, health & wellness, and assistance services to underserved and marginalized populations. Our programs and affiliated service sites provide accessible resources and services across King County.

Why Do We Have Your Information?

Sound Generations may have your information because you received services from us through one of our many programs, including food security, transportation, health and wellness or one of our other assistance programs. In some instances, Sound Generations received your information as a referral from your health insurer or healthcare provider. You may also have been a donor or a volunteer with Sound Generations.

What Happened?

Sound Generations discovered that an unauthorized party gained access to its computer systems and encrypted information stored on our systems on July 18, 2021 and September 18, 2021. Sound Generations terminated the unauthorized access, and promptly commenced an investigation to determine the scope of the incidents. The investigation was unable to rule out that information stored on Sound Generations' systems may have been accessed by an unauthorized party.

After the conclusion of the third party's forensics investigations, Sound Generations conducted its own investigation and due diligence to identify the affected individuals and the nature of their personal information that may have been compromised. Sound Generations has determined that your information has been

potentially impacted following the incidents. This investigation was necessary to provide accurate information and notice the potentially impacted individuals. To date, Sound Generations has no reason to believe that there was a misuse of the information pertaining to the potentially impacted individuals.

What Information Was Involved?

The personal information Sound Generations receives is typically limited to demographic and health information, including name, address, phone number, email, date of birth, and whether or not you have health insurance. For those individuals who participated in the EnhanceFitness program, their data may also include their health insurance number. Health history and health condition may also be included for those individuals who provided this information to Sound Generations. **Please note that Sound Generations does not collect or store any of its client's Social Security Numbers, drivers' license numbers, financial account information, credit or debit card information.**

If you were also a Sound Generations donor and/or volunteer, the following information may have been impacted by the incident, in addition the information listed above: donation history and driver's license number.

Please note that Sound Generations has received no indication that your information has been used by the unauthorized actor or by any unauthorized party to commit fraud. Sound Generations is providing notice to you out of an abundance of caution.

What We Are Doing

Sound Generations values the privacy of your information and will continue to do everything it can to protect it. Sound Generations has greatly enhanced its cybersecurity controls, including changing passwords and installing additional security on its systems.

What You Can Do

Enclosed with this letter you will find additional information regarding the resources available to you, and the steps that you can take to further protect your personal information. Sound Generations encourages you to enroll in the services offered and to remain vigilant against incidents of identity theft and fraud. Such vigilance includes reviewing account statements and credit reports for suspicious activity. Individuals are encouraged to report any suspicious activity to the affiliated institutions immediately.

For More Information:

The protection of your information is a top priority, and Sound Generations sincerely regrets any concern or inconvenience that this matter may cause. If you have any questions, please do not hesitate to call the toll free number 1-833-770-0673, Monday through Friday, between 8:00 a.m. and 8:00 p.m. ET. Representatives are available for 90 days. Please provide the following code when calling: [REDACTED].

Sincerely,



Jim Wigfall
CEO
Sound Generations

Steps You Can Take to Help Protect Your Information

Credit Reports: You may obtain a copy of your credit report, free of charge, whether or not you suspect any unauthorized activity on your account. You may obtain a free copy of your credit report from each of the three nationwide credit reporting agencies. To order your free credit report, please visit 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 at <https://www.consumer.ftc.gov/articles/0155-free-credit-reports>) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281.

Furthermore, to help protect your deceased family member, there are steps you can take to request a copy of your deceased family member's credit report. An executor or surviving spouse can place a request to any of the three credit reporting agencies for a copy of the deceased individual's credit report. An executor or surviving spouse can also request that the following two notices be placed on a deceased individual's credit report:

- "Deceased – Do not issue credit"; or
- "If an application is made for credit, please notify the following person(s) (e.g. surviving relative, executor/trustee of the estate and/or local law enforcement agency – notifying the relationship)."

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

Equifax	Experian	TransUnion
PO Box 740241	PO Box 9554	PO Box 6790
Atlanta, GA 30374	Allen, TX 75013	Fullerton, CA 92834
www.equifax.com	www.experian.com	www.transunion.com
1-800-525-6285	1-888-397-3742	1-800-680-7289

For more information regarding identity theft and the deceased, please visit <http://www.idtheftcenter.org> and search for "FS 117 - Identity Theft and the Deceased - Prevention and Victim Tips." You should also notify the Social Security Administration and Internal Revenue Service of the death of your family member and that you received this letter.

Security Freeze: You also have the right to place a security freeze on your credit report. A security freeze is intended to prevent credit, loans, and services from being approved in your name without your consent. To place a security freeze on your credit report, you need to make a request to each consumer reporting agency. You may make that request by certified mail, overnight mail, regular stamped mail, or by following the instructions found at the websites listed below. The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse or a minor under the age of 16, 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. As of September 21, 2018, it is free to place, lift, or remove a security freeze. You may also place a security freeze for children under the age of 16. You may obtain a free security freeze by contacting any one or more of the following national consumer reporting agencies:

Equifax Security Freeze P.O. Box 105788 Atlanta, GA 30348 1-800-349-9960 https://www.equifax.com/personal/credit-report-services/credit-freeze/	Experian Security Freeze P.O. Box 9554 Allen, TX 75013 1-888-397-3742 www.experian.com/freeze/center.html	TransUnion Security Freeze P.O. Box 160 Woodlyn, PA 19094 1-800-909-8872 www.transunion.com/credit-freeze
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Fraud Alerts: You can place fraud alerts with the three credit bureaus by phone and online with:

- Equifax (https://assets.equifax.com/assets/personal/Fraud_Alert_Request_Form.pdf);
- TransUnion (<https://www.transunion.com/fraud-alerts>); or
- Experian (<https://www.experian.com/fraud/center.html>).

A fraud alert tells creditors to follow certain procedures, including contacting you, before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit. As of September 21, 2018, initial fraud alerts last for one year. Victims of identity theft can also get an extended fraud alert for seven years. The phone numbers for all three credit bureaus are at the bottom of this page.

Monitoring: You should always remain vigilant and monitor your accounts for suspicious or unusual activity.

File Police Report: You have the right to file or obtain a police report if you experience identity fraud. Please note that in order to file a crime report or incident report with law enforcement for identity theft, you will likely need to provide proof that you have been a victim. A police report is often required to dispute fraudulent items. You can generally report suspected incidents of identity theft to local law enforcement or to the Attorney General.

FTC and Attorneys General: You can further educate yourself regarding identity theft, fraud alerts, security freezes, and the steps you can take to protect yourself, by contacting the consumer reporting agencies, the Federal Trade Commission, or your state Attorney General.

The Federal Trade Commission can be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580, www.identitytheft.gov, 1-877-ID-THEFT (1-877-438-4338), TTY: 1-866-653-4261. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. You can obtain further information on how to file such a complaint by way of the contact information listed above. You have the right to file a police report if you ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, you will likely need to provide some proof that you have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement.

For residents of Hawaii, Michigan, Missouri, North Carolina, Vermont, Virginia, and Wyoming: It is recommended by state law that you remain vigilant for incidents of fraud and identity theft by reviewing credit card account statements and monitoring your credit report for unauthorized activity.

For residents of Colorado, Illinois, Iowa, Maryland, Missouri, New Mexico, North Carolina, Oregon, and West Virginia: It is required by state laws to inform you that you may obtain a copy of your credit report, free of charge, whether or not you suspect any unauthorized activity on your account. You may obtain a free copy of your credit report from each of the three nationwide credit reporting agencies. To order your free credit report, please visit 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 at <https://www.consumer.ftc.gov/articles/0155-free-credit-reports>) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281.

For residents of Iowa: State law advises you to report any suspected identity theft to law enforcement or to the Attorney General.

For residents of Massachusetts: It is required by state law that you are informed of your right to obtain a police report filed in regard to this incident. If you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it.

For residents of New Mexico: State law advises you to review personal account statements and credit reports, as applicable, to detect errors resulting from the security breach.

For residents of Oregon: State law advises you to report any suspected identity theft to law enforcement, including the Attorney General, and the Federal Trade Commission.

For residents of Rhode Island: It is required by state law that you are informed of your right to file or obtain a police report in regard to this incident.

For residents of Arizona, Colorado, District of Columbia, Illinois, Maryland, New York, North Carolina, and Rhode Island: You can obtain information from the Offices of the Attorney General and the Federal Trade Commission about fraud alerts, security freezes, and steps you can take toward preventing identity theft.

Federal Trade Commission - Consumer Response Center: 600 Pennsylvania Ave, NW, Washington, DC 20580; 1-877-IDTHEFT (438-4338); www.identitytheft.gov

Arizona Office of the Attorney General Consumer Protection & Advocacy Section, 2005 North Central Avenue, Phoenix, AZ 85004 1-602-542-5025

Colorado Office of the Attorney General Consumer Protection 1300 Broadway, 9th Floor, Denver, CO 80203 1-720-508-6000 www.coag.gov

District of Columbia Office of the Attorney General – Office of Consumer Protection: 400 6th Street, NW, Washington, DC 20001; 202-727-3400; www.oag.dc.gov

Illinois office of the Attorney General - 100 West Randolph Street, Chicago, IL 60601; 1-866-999-5630; www.illinoisattorneygeneral.gov

Maryland Office of the Attorney General - Consumer Protection Division: 200 St. Paul Place, 16th floor, Baltimore, MD 21202; 1-888-743-0023; www.oag.state.md.us

New York Office of Attorney General - Consumer Frauds & Protection: The Capitol, Albany, NY 12224; 1-800-771-7755; <https://ag.ny.gov/consumer-frauds/identity-theft>

North Carolina Office of the Attorney General - Consumer Protection Division: 9001 Mail Service Center, Raleigh, NC 27699; 1-877-566-7226; www.ncdoj.com

Rhode Island Office of the Attorney General - Consumer Protection: 150 South Main St., Providence RI 02903; 1-401-274-4400; www.riag.ri.gov