

November 30, 2021

RE: Security Breach Involving Personal Information

Dear

Securing and protecting confidential information is a top priority for High Point Treatment Center ("HPTC"), and we take that responsibility very seriously. I am therefore writing to inform you of an incident that we have discovered in which some of your personal information may have been compromised. While HPTC has no indication that your information has been or will be misused or was actually taken from our facility, HPTC is contacting you out of an abundance of caution.

### **What Happened**

HPTC has discovered that on November 22, 2021, two clients gained access to paper documentation from your personnel file (which contains your personal information). On November 23, 2021, HPTC undertook an investigation and it was determined that there was no evidence to support that your documentation was removed from the Program. Both clients have since been discharged and searched upon being transferred.

Based upon our investigation, we do not think that these clients have your personal information in their possession. Nevertheless, we do not want to take any chances, so we write to provide you with some suggested response actions that you may wish to take as a precaution.

### **What We Are Doing**

Also, we are constantly working to improve security, mitigate risk, and take steps to protect against unauthorized access to personal information. At all times, HPTC has had a Written Information Security Program (WISP) in place that is designed to prevent unauthorized access to documents containing personal information. We plan to revisit that program to shore up any gaps that may exist as they related to protecting paper documents. We also plan to retrain staff about our WISP to ensure that all who have access to documents containing personal information are taking proper steps to protect those documents.

### **What You Can Do**

Under Massachusetts law, you have the right to obtain any 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.

You may also place a security freeze on your credit reports, free of charge. A security freeze prohibits a credit reporting agency from releasing any information from a consumer's credit report without written authorization. However, please be aware that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit mortgages, employment, housing or other services. Under federal law, you cannot be charged to place, lift, or remove a security freeze.

You must place your request for a freeze with each of the three major consumer reporting agencies: Equifax ([www.equifax.com](http://www.equifax.com)); Experian ([www.experian.com](http://www.experian.com)); and TransUnion ([www.transunion.com](http://www.transunion.com)). To place a security freeze on your credit report, you may send a written request by regular, certified or overnight mail at the addresses below. You may also place a security freeze through each of the consumer reporting agencies' websites or over the phone, using the contact information below:

Equifax Security Freeze  
P.O. Box 105788

Atlanta, GA 30348  
1-800-349-9960  
<https://www.equifax.com/personal/credit-report-services/>

Experian Security Freeze  
P.O. Box 9554  
Allen, TX 75013  
1-888-397-3742  
<https://www.experian.com/freeze/center.html>

TransUnion Security Freeze  
P.O. Box 160  
Woodlyn, PA 19094  
1-888-909-8872  
<https://www.transunion.com/credit-freeze>

In order to request a security freeze, you will need to provide some or all of the following information to the credit reporting agency, depending on whether you do so online, by phone, or by mail:

1. Your full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security Number;
3. Date of birth;
4. If you have moved in the past five (5) years, the addresses where you have lived over the prior five years;
5. Proof of current address, such as a current utility bill, telephone bill, rental agreement, or deed;
6. A legible photocopy of a government issued identification card (state driver's license or ID card, military identification, etc.);
7. Social Security Card, pay stub, or W2;
8. If you are a victim of identity theft, include a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft.

The credit reporting agencies have one (1) to three (3) business days after receiving your request to place a security freeze on your credit report, based upon the method of your request. The credit bureaus must also send written confirmation to you within five (5) business days and provide you with a unique personal identification number (PIN) or password (or both) that can be used by you to authorize the removal or lifting of the security freeze. It is important to maintain this PIN/password in a secure place, as you will need it to lift or remove the security freeze.

To lift the security freeze in order to allow a specific entity or individual access to your credit report, you must make a request to each of the credit reporting agencies by mail, through their website, or by phone (using the contact information above). You must provide proper identification (including name, address, and social security number) and the PIN number or password provided to you when you placed the security freeze, as well as the identities of those entities or individuals you would like to receive your credit report. You may also temporarily lift a security freeze for a specified period of time rather than for a specific entity or individual, using the same contact information above. The credit bureaus have between one (1) hour (for requests made online) and three (3) business days (for request made by mail) after receiving your request to lift the security freeze for those identified entities or for the specified period of time.

To remove the security freeze, you must make a request to each of the credit reporting agencies by mail, through their website, or by phone (using the contact information above). You must provide proper identification (name, address, and social security number) and the PIN number or password provided to you when you placed the security freeze. The credit bureaus have between one (1) hour (for requests made online) and three (3) business days (for requests made by mail) after receiving your request to remove the security freeze.

**COMPLIMENTARY SERVICE OFFER:** At our expense, High Point Treatment Center would like to offer you a free one year subscription to Identity Guard® Total, a credit monitoring and identity theft protection service. Aura Identity Guard Total provides essential monitoring and protection of not only credit data, but also monitors the Dark Web and alerts you if your Social Security number, credit cards, and bank account numbers are found in unsecure online locations.

IDENTITY GUARD® TOTAL features include:

- Dark Web Monitoring
- High Risk Transaction Alerts
- US Based Identity Theft Recovery Assistance
- 3-Bureau Credit Monitoring
- \$1 Million Identity Theft Insurance\*
- Bank Account Monitoring
- Account Access via Mobile App
- Anti-Phishing App/Safe Browser Extension

If you wish to take advantage of this monitoring service, you must enroll by December 31, 2021.

**ENROLLMENT PROCEDURE:** To activate this coverage please visit the Web site listed below and enter the activation code. The activation code is required for enrollment and can only be used one time by the individual addressed.

Web Site: <https://app.identityguard.com/activate>  
Activation Code:

In order to enroll, you will need to provide the following personal information:

- Mailing Address
- Phone Number
- Social Security Number
- Date of Birth
- E-mail Address
- Activation Code

Again, at this time, there is no evidence that your information has been misused. However, we encourage you to take full advantage of the free identity protection

Please contact Millie Scott ([msscott@hptc.org](mailto:msscott@hptc.org)) or 508-542-3271 for assistance or for any additional questions you may have.

Sincerely,



Millie Scott  
Chief Human Resources Officer  
High Point & Affiliated Organizations  
72 Kilburn Street  
New Bedford, MA 02740

\*Identity Theft Insurance underwritten by insurance company subsidiaries or affiliates of American International Group, Inc. The description herein is a summary and intended for informational purposes only and does not include all terms, conditions and exclusions of the policies described. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

## Recommended Steps to help Protect your Information

### 1. Activate the credit monitoring.

**2. Review your credit reports.** We recommend that you remain vigilant by reviewing account statements and monitoring credit reports. Under federal law, you also are entitled every 12 months to one free copy of your credit report from each of the three major credit reporting companies. To obtain a free annual credit report, go to [www.annualcreditreport.com](http://www.annualcreditreport.com) or call 1-877-322-8228. You may wish to stagger your requests so that you receive a free report by one of the three credit bureaus every four months.

If you discover any suspicious items and have enrolled identity protection, notify them immediately by calling or by visiting their website and filing a request for help.

**3. Place Fraud Alerts** with the three credit bureaus. If you choose to place a fraud alert, we recommend you do this after activating your credit monitoring. You can place a fraud alert at one of the three major credit bureaus by phone and also via Experian's or Equifax's website. 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. The contact information for all three bureaus is as follows:

Equifax Fraud Reporting  
1-866-349-5191  
P.O. Box 105069  
Atlanta, GA 30348-5069  
[www.equifax.com](http://www.equifax.com)

Experian Fraud Reporting  
1-888-397-3742  
P.O. Box 9554  
Allen, TX 75013  
[www.experian.com](http://www.experian.com)

TransUnion Fraud Reporting  
1-800-680-7289  
P.O. Box 2000  
Chester, PA 19022-2000  
[www.transunion.com](http://www.transunion.com)

It is necessary to contact only ONE of these bureaus and use only ONE of these methods. As soon as one of the three bureaus confirms your fraud alert, the others are notified to place alerts on their records as well. You will receive confirmation letters in the mail and will then be able to order all three credit reports, free of charge, for your review. An initial fraud alert will last for one year.

**Please Note: No one is allowed to place a fraud alert on your credit report except you.**

**4. Security Freeze.** You can place a security freeze on your credit reports online with **each** of the three major consumer reporting agencies:

Equifax  
1-800-685-1111  
P.O. Box 740256  
Atlanta, GA 30374  
[www.freeze.equifax.com](http://www.freeze.equifax.com)

Experian Fraud Reporting  
1-888-397-3742  
P.O. Box 9554  
Allen, TX 75013  
[www.experian.com/freeze](http://www.experian.com/freeze)

TransUnion Fraud Reporting  
1-888-909-8872  
P.O. Box 2000  
Chester, PA 19022-2000  
[www.transunion.com/credit-freeze](http://www.transunion.com/credit-freeze)

The credit reporting agencies will provide you with a unique personal identification number (PIN) or password, or both that can be used by you to authorize the removal or lifting of the security freeze.

To lift the security freeze in order to allow a specific entity or individual access to your credit report, you must call or go online to each of the credit reporting agencies and provide proper identification (name, address, and social security number) and the PIN number or password provided to you when you placed the security freeze as well as the specific period of time you want the credit report available. The credit reporting agencies will lift the security freeze for the specified period of time. To remove the security freeze, you must call or go online to each of the three credit bureaus and provide proper identification (name, address, and social security number) and the PIN number or password provided to you when you placed the security freeze. The credit bureaus will remove the security freeze.