

25906



P.O. Box 1907
Suwanee, GA 30024

To Enroll, Please Call:
1-833-676-2182
Or Visit:
<https://app.idx.us/account-creation/protect>
Enrollment Code: [XXXXXXXXXX]

To The Parent or Guardian of
<<First Name>> <<Last Name>>
<<Address1>> <<Address2>>
<<City>>, <<State>> <<Zip>>

January 24, 2022

NOTICE OF DATA SECURITY INCIDENT

Dear Parent or Guardian of <<First Name>> <<Last Name>>,

We are writing to inform you of a data security incident experienced by Small Business Accounting Services on December 14th, 2021, that may have impacted the personal information of your minor or dependent, including their name and Social Security number. We take the privacy and security of their information seriously, and sincerely apologize for any concern or inconvenience this may cause you. This letter contains information about resources we are making available to help you. We also want to assure you that we are taking steps to reduce the likelihood of this kind of event from happening in the future. Since the incident, all passwords have been reset, multifactor authentication has been enabled, and we have employed experts in the cybersecurity space to assist us in responding to the incident. While we have no reason to believe that your child's information was misused, we thought it prudent to make this notification. We recommend you contact the number below for more information.

Under Massachusetts law, you have the right to obtain any police report filed in regard to this incident. If your child is the victim of identity theft, you also have the right to file a police report and obtain a copy of it.

If your child is over the age of 13, you may also place a security freeze on your child's 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. 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); Experian (www.experian.com); and TransUnion (www.transunion.com). To place a security freeze on your child's 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 child's full name
2. Your child's Social Security Number

3. Your child's birth certificate
4. Your child's complete address for the past two years
5. Your child's date of birth
6. One copy of the parent or guardian's government issued identification card, such as a driver's license, state ID card, etc.
7. One copy of the parent or guardian's utility bill, bank or insurance statement, etc.
8. If you are the child's guardian, please provide a copy of the court document naming you as the guardian or other appropriate court appointed documents.

The credit reporting agencies have one (1) to three (3) business days after receiving your request to place a security freeze on your child's 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 child's 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 child's 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.

We are offering identity theft protection services through IDX, the data breach and recovery services expert. IDX identity protection services include: 24 months of CyberScan monitoring, a \$1,000,000 insurance reimbursement policy, exclusive educational materials and fully managed Identity Theft Recovery Services. With this protection, IDX will help you resolve issues if your child's identity is compromised.

We encourage you to contact IDX with any questions and to enroll in the identity protection services by calling 1-833-676-2182 or going to <https://app.idx.us/account-creation/protect> and using the Enrollment Code provided above. Representatives are available Monday through Friday from 6 am – 6 pm Pacific Time. Please note that the deadline to enroll is April 24, 2022.

Again, at this time, there is no evidence that your child's information has been misused. However, we encourage you to take full advantage of this service offering. IDX representatives have been fully versed on the incident and can answer questions or concerns you may have regarding protection of your personal information.

You will find detailed instructions for enrollment on the enclosed Recommended Steps document. Also, you will need to reference the enrollment code at the top of this letter when calling or enrolling online, so please do not discard this letter.



Recommended Steps to help Protect your Information

1. Website and Enrollment. Go to <https://app.idx.us/account-creation/protect> and follow the instructions for enrollment using your Enrollment Code provided above.

2. Telephone. Contact IDX at 1-833-676-2182 to gain additional information about this event and speak with knowledgeable representatives about the appropriate steps to take to protect your child's identity.

3. Watch for Suspicious Activity. If you discover any suspicious items and have enrolled in IDX identity protection, notify them immediately by calling or by logging into the IDX website and filing a request for help.

If you file a request for help or report suspicious activity, you will be contacted by a member of our ID Care team who will help you determine the cause of the suspicious items. In the unlikely event that you fall victim to identity theft as a consequence of this incident, you will be assigned an ID Care Specialist who will work on your behalf to identify, stop and reverse the damage quickly.

You should also know that you have the right to file a police report if you ever 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 some kind of proof that you have been a victim. A police report is often required to dispute fraudulent items. You can report suspected incidents of identity theft to local law enforcement or to the Attorney General.

4. Security Freeze. You may place a free credit freeze. By placing a security freeze, someone who fraudulently acquires your child's personal identifying information will not be able to use that information to open new accounts or borrow money in their name. You will need to contact the three national credit reporting bureaus listed below to place the freeze. Keep in mind that when you place the freeze, you will not be able to borrow money, obtain instant credit, or get a new credit card until you temporarily lift or permanently remove the freeze. There is no cost to freeze or unfreeze your child's credit files.

Credit Bureaus

Equifax Fraud Reporting
1-866-349-5191
P.O. Box 105069
Atlanta, GA 30348-5069
www.equifax.com

Experian Fraud Reporting
1-888-397-3742
P.O. Box 9554
Allen, TX 75013
www.experian.com

TransUnion Fraud Reporting
1-800-680-7289
P.O. Box 2000
Chester, PA 19022-2000
www.transunion.com

5. You can obtain additional information about the steps you can take to avoid identity theft from the following agencies. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them.

California Residents: Visit the California Office of Privacy Protection (www.oag.ca.gov/privacy) for additional information on protection against identity theft.

Kentucky Residents: Office of the Attorney General of Kentucky, 700 Capitol Avenue, Suite 118 Frankfort, Kentucky 40601, www.ag.ky.gov, Telephone: 1-502-696-5300.

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



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January 24, 2022

NOTICE OF DATA SECURITY INCIDENT

Dear <<First Name>> <<Last Name>>,

We are writing to inform you of a data security incident experienced by Small Business Accounting Services on December 14th, 2021, that may have impacted your name, address, Social Security number, bank or financial account information, and other tax related data that was shared in the course of our business relationship. We take the privacy and security of your information seriously, and sincerely apologize for any concern or inconvenience this may cause you. This letter contains information about resources we are making available to help you. We also want to assure you that we are taking steps to reduce the likelihood of this kind of event from happening in the future. Since the incident, all passwords have been reset, multifactor authentication has been enabled, and we have employed experts in the cybersecurity space to assist us in responding to the incident.

In addition, as a safeguard, we have secured the services of IDX to provide identity monitoring at no cost to you for two years. IDX is a global leader in risk mitigation and response, and their team has extensive experience helping people who have sustained an unintentional exposure of confidential data.

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); Experian (www.experian.com); and TransUnion (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:

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Atlanta, GA 30348
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<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>

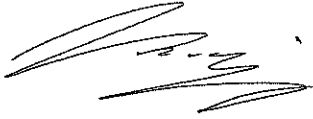
TransUnion Security Freeze

P.O. Box 160
Woodlyn, PA 19094
1-888-909-8872

<https://www.transunion.com/credit-freeze>

Please call 1-833-676-2182 or go to <https://app.idx.us/account-creation/protect> for assistance or for any additional questions you may have.

Sincerely,

A handwritten signature in black ink, appearing to read 'Nassir Hajjawi', with a stylized flourish at the end.

Nassir Hajjawi
Tax Accountant
Small Business Accounting Services
(Enclosures)

Equifax
1-800-685-1111
P.O. Box 740256
Atlanta, GA 30374
www.freeze.equifax.com

Experian Fraud Reporting
1-888-397-3742
P.O. Box 9554
Allen, TX 75013
www.experian.com/freeze

TransUnion Fraud Reporting
1-888-909-8872
P.O. Box 2000
Chester, PA 19022-2000
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.

There is no cost to freeze or unfreeze your credit files.

To learn more, contact your State Attorney General's office or visit the Federal Trade Commission's website at www.ftc.gov/idtheft and click on the link for credit freeze information.