



Return Mail Processing Center
P.O. Box 6336
Portland, OR 97228-6336

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Re: Notice of Data Privacy Incident

Dear <<Name1>>:

Creative Services, Inc. ("Creative Services") is writing to inform you of a recent incident that may affect the privacy of some of your personal information. Creative Services conducts background checks for employment and licensing purposes. We have your information because we performed such services for <<Customer Name>>. In this letter, we are providing you with information on steps you may take to better protect against potential misuse of your personal information, should you feel it appropriate to do so. Based on the investigation into this incident, it was determined that the information involved may include your name and date of birth, Social Security number, and/or driver's license number.

We take this incident and the security of personal information seriously. While we have existing safeguards in place, as part of our ongoing commitment to the privacy of personal information in our care, we are working to implement enhanced security measures. As an added precaution, we are also offering you complimentary access to 24 months of credit monitoring, fraud consultation, and identity theft restoration services. Information on how to enroll in these services is included in the attached *Steps You Can Take to Help Protect Your Personal Information*.

We encourage you to remain vigilant against incidents of identity theft and fraud by reviewing your account statements and monitoring your free credit reports for suspicious activity and to detect errors. We also encourage you to review the enclosed *Steps You Can Take to Help Protect Your Personal Information* and to enroll in the complimentary credit monitoring and identity protection services we are offering.

We understand you may have additional questions not addressed by this letter. If you have questions, please call our dedicated assistance line at 855-604-1807, Monday through Friday 9 am – 9 pm EST (excluding major U.S. holidays). Again, we take the privacy and security of the personal information in our care seriously, and sincerely regret any inconvenience or concern this incident may cause you.

Sincerely,

Creative Services, Inc.
64 Pratt Street
Mansfield, MA 02048

Additional Information

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 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, your state Attorney General or the Federal Trade Commission. The Federal Trade Commission can be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580; www.identitytheft.gov; (1-877-438-4338); and 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 also obtain further information on how to file such a complaint by way of the contact information listed above. Instances of known or suspected identity theft should be reported to law enforcement, the FTC, and the Massachusetts Attorney General.