

National Association for Home Care & Hospice
10300 SW Greenburg Rd. Suite 570
Portland, OR 97223



<<First Name>> <<Last Name>>
<<Address1>> <<Address2>>
<<City>>, <<State>> <<Zip>>

To Enroll, Please Call:
1-800-939-4170
Or Visit:
<https://app.idx.us/account-creation/protect>
Enrollment Code: <<XXXXXXXXXX>>

May 3, 2022

Re: Notice of Data Security Incident

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

We are writing to inform you of a recent data security incident experienced by National Association for Home Care & Hospice (“NAHC”) that may have impacted your personal information. The security of your information is a top priority for NAHC. Please read this letter carefully as it contains information regarding the steps that you can take to help protect your personal 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.

Massachusetts law also allows consumers to place a security freeze on their credit reports. A security freeze prohibits a consumer reporting agency from releasing any information from a consumer’s credit report without written authorization. However, you cannot place a security freeze on the credit report of a deceased individual. Instead, it is recommended that you update your credit report to indicate that the individual is deceased, which will notify any creditor who attempts to pull your credit report, that the individual is deceased. In order to complete this process, follow the steps outlined below:

Step One: Contact all creditors that the deceased person(s) did business with and request that they mark their files accordingly. Be sure to forward a copy of the death certificate, once you receive it.

Step Two: Check with the Social Security Administration to ensure that they have updated their files and notified the credit reporting companies. Refer to the internet or the blue page of your local telephone directory for the address and phone number of the nearest Social Security office.

Step Three: Forward a copy of the death certificate to one of the three credit reporting agencies; the receiving agency will notify the other two. This will allow the credit reporting agencies to add a notation to the credit report that the consumer is deceased. Along with the death certificate, please include the person’s legal name, Social Security number, date of birth and date of death. The letter should also include the name and mailing address for the spouse, plus a copy of their identification. If the request is from an executor for the deceased, or someone other than a spouse, a copy of the requestor’s identification is needed, plus a copy of the will/executor agreement or Power of Attorney documentation. Mail your information to one of the three credit reporting agencies listed below:

Equifax Security Freeze P.O. Box 105788 Atlanta, GA 30348 1-800-349-9960 www.equifax.com	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 2000 Chester, PA 19016 1-888-909-8872 www.transunion.com/credit-freeze
---	--	--

As a precautionary measure, we recommend that you remain vigilant by reviewing your account statements and credit reports closely. If you detect any suspicious activity on an account related to you, you should promptly notify the financial institution or company with which the account is maintained. You also should promptly report any fraudulent activity or any suspected incidence of identity theft to proper law enforcement authorities, your state attorney general, and/or the Federal Trade Commission (FTC).

You may obtain a free copy of your credit report from each of the three major credit reporting agencies once every 12 months by visiting www.annualcreditreport.com, calling toll-free 877-322-8228, or by completing an Annual Credit Report Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348. You can print this form at <https://www.annualcreditreport.com/cra/requestformfinal.pdf>. Please note you may need to supply additional documentation to the credit reporting agencies to receive your credit report.

Further, consumers may place a fraud alert on their credit reports by contacting any of the above consumer credit reporting agencies. A fraud alert is intended to alert the consumer if someone attempts to obtain credit in his/her name without consent. Please note, however, you may be unable to place a fraud alert on a deceased individual's credit report. You may also contact the Federal Trade Commission ("FTC") to learn more about how to prevent identity theft:

FTC, Consumer Response Center
600 Pennsylvania Ave., NW
Washington D.C. 20590
www.ftc.gov/bcp/edu/microsites/idtheft
877-IDTHEFT (438-4338)

Although we are not aware of any misuse of your information as a result of this incident, out of an abundance of caution, we are offering complimentary identity protection services for you through IDX, a data breach and recovery services expert. Your complimentary services include 24 months of dark web monitoring, a \$1,000,000 identity fraud loss reimbursement policy, and fully managed identity theft recovery services.

To enroll in the complimentary IDX services, please call 1-800-939-4170 or go to <https://app.idx.us/account-creation/protect> and use the Enrollment Code provided above. The deadline to enroll is August 3, 2022.

If you have any questions regarding the incident or would like assistance with enrolling in the services offered, please contact IDX at 1-800-939-4170, Monday through Friday from 9 am to 9 pm Eastern Time (excluding holidays).

The security of your information is a top priority for NAHC. Please accept our sincere apologies and know that we deeply regret any worry or inconvenience that this may cause you.

Sincerely,



Bill Dombi
President
NAHC