

Lifetech Resources, LLC  
P.O. Box 3923  
Syracuse, NY 13220



26503

[Redacted]

April 28, 2022

Re: Notice of Data Breach

Dear [Redacted],

At Lifetech Resources, we value transparency and respect the privacy of your information, which is why, as a precautionary measure, we are writing to let you know about a data security incident that may involve your personal information, what we did in response, and steps you can take to protect yourself against possible misuse of the information.

*Under Massachusetts law, you have the right to obtain any police report filed regarding this incident. If you or the above-named individual are the victim of identity theft, you also have the right to file a police report and get the report. Further, you have the right to obtain a security freeze free of charge. Further, you have the right to obtain a security freeze on your credit report free of charge. A security freeze prohibits a credit reporting agency from releasing any information from a consumer's credit report without written authorization. To request a security freeze be placed on your credit report, please be prepared to provide any or all of the following: your full name, social security number, address(es), date of birth, a copy of a government issued identification card, a copy of a utility bill, bank or insurance information, or anything else the credit reporting agency needs to place the security freeze. Further information regarding credit freezes, including the contact information for the credit reporting agencies, may be found in the "Other Important Information" included with this letter.*

Finally, we are providing you with access to Single Bureau Credit Monitoring\* services at no charge. These services provide you with alerts for twenty-four months from the date of enrollment when changes occur to your Experian credit file. This notification is sent to you the same day that the change or update takes place with the bureau. In addition, we are providing you with proactive fraud assistance to help with any questions that you might have or in the event you become a victim of identity theft. These services will be provided by Cyberscout, a company specializing in fraud assistance and remediation services.

To enroll in Credit Monitoring\* services at no charge, please log on to [Redacted] and follow the instructions provided. When prompted please provide the following unique code to receive services: [Redacted]

In order for you to receive the monitoring services described above, you **must enroll within 90 days** from the date of this letter.

We understand that you may have questions about it beyond what is covered in this letter. If you have additional questions, please contact Susan Shiller by calling [REDACTED] or emailing [REDACTED].

Sincerely yours,

Susan McCarthy  
President CEO

\* Services marked with an "\*" require an internet connection and e-mail account and may not be available to minors under the age of 18 years of age. Please note that when signing up for monitoring services, you may be asked to verify personal information for your own protection to confirm your identity.

**OTHER IMPORTANT INFORMATION**

**Obtain and Monitor Their Credit Report.** We recommend that you obtain a free copy of the individual named in this letter's credit report from each of the three nationwide credit reporting agencies once every 12 months by visiting <http://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 access the request form at <https://www.annualcreditreport.com/requestReport/requestForm.action>. Alternatively, you can elect to purchase a copy of their credit report by contacting one of the three national credit reporting agencies. The three nationwide credit reporting agencies' contact information are provided below to request a copy of your credit report or general identified above inquiries.

<b>Equifax</b> <b>(888) 766-0008</b> P.O. Box 740256 Atlanta, GA 30374 <a href="http://www.equifax.com">www.equifax.com</a>	<b>Experian</b> <b>(888) 397-3742</b> P.O. Box 2104 Allen, TX 75013 <a href="http://www.experian.com">www.experian.com</a>	<b>TransUnion</b> <b>(800) 680-7289</b> P.O. Box 1000 Chester, PA 19016 <a href="http://www.transunion.com">www.transunion.com</a>
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**Security Freeze (also known as a Credit Freeze).** Following is general information about how to request a security freeze from the three credit reporting agencies, which is free of charge. While we believe this information is accurate, you should contact each agency for the most accurate and up-to-date information. 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 their credit report may delay, interfere with, or prevent the timely approval of any requests you or they make for new loans, credit, mortgages, employment, housing, or other services. In addition, in some states, the agency cannot charge to place, lift or remove a security freeze. There might be additional information required, and as such, to find out more information, please contact the three nationwide credit reporting agencies (contact information provided above).

<b>Equifax Security Freeze</b> P.O. Box 105788 Atlanta, GA 30348 <a href="https://www.equifax.com/personal/credit-report-services/credit-freeze/">https://www.equifax.com/personal/credit-report-services/credit-freeze/</a>	<b>Experian Security Freeze</b> P.O. Box 9554 Allen, TX 75013 <a href="http://www.experian.com/freeze">www.experian.com/freeze</a>	<b>TransUnion                  Security Freeze &amp; Fraud Victim                  Assistance Dept.</b> P.O. Box 380 Woodlyn, PA 19094 <a href="https://www.transunion.com/credit-freeze">https://www.transunion.com/credit-freeze</a>
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**Consider Placing a Fraud Alert Their Credit Report.** You may want to consider placing a fraud alert on of the individual named in this letter's credit report. An initial fraud alert is free and will stay on your credit file for at least twelve months. The alert informs creditors of possible fraudulent activity within their report and requests that the creditor contact you before establishing any accounts in their name. To place a fraud alert on their credit report, contact any of the three nationwide credit reporting agencies identified above. Additional information is available at <https://www.equifax.com/personal/credit-report-services/credit-fraud-alerts/>

**Remain Vigilant, Review Their Account Statements and Notify Law Enforcement of Suspicious Activity.** As a precautionary measure, we recommend that you remain vigilant by closely reviewing the individual named in this letter's account statements and credit reports. If you detect any suspicious activity on an account, we strongly advise that you promptly notify the financial institution or company that maintains the account. Further, you should promptly report any fraudulent activity or any suspected incidence of identity theft to proper law enforcement authorities, including your state attorney general and the Federal Trade Commission (FTC). To file a complaint or to contact the FTC, you can (1) send a letter to the *Federal*

Trade Commission, Consumer Response Center, 600 Pennsylvania Avenue NW, Washington, DC 20580; (2) go to [IdentityTheft.gov/databreach](https://www.ftc.gov/databreach); or (3) call 1-877-ID-THEFT (877-438-4338). Complaints filed with the FTC will be added to the FTC's Identity Theft Data Clearinghouse, a database made available to law enforcement agencies.

**Take Advantage of Additional Free Resources on Identity Theft.** We recommend that you review the tips provided by the Federal Trade Commission's Consumer Information website, a valuable resource with some helpful tips on how to protect your information. Additional information is available at <https://www.consumer.ftc.gov/topics/privacy-identity-online-security>. For more information, please visit [IdentityTheft.gov](https://www.consumer.ftc.gov/topics/privacy-identity-online-security) or call 1-877-ID-THEFT (877-438-4338). In addition, a copy of Identity Theft – A Recovery Plan, a comprehensive guide from the FTC to help you guard against and deal with identity theft, can be found on the FTC's website at [https://www.consumer.ftc.gov/articles/pdf/0009\\_identitytheft\\_a\\_recovery\\_plan.pdf](https://www.consumer.ftc.gov/articles/pdf/0009_identitytheft_a_recovery_plan.pdf).

**Massachusetts residents:** Under Massachusetts law, you have the right to obtain any police report filed regarding this incident. If you or the above-named individual are the victim of identity theft, you also have the right to file a police report and get the report. Further, you have the right to obtain a security freeze free of charge. Further, you have the right to obtain a security freeze on your credit report free of charge. A security freeze prohibits a credit reporting agency from releasing any information from a consumer's credit report without written authorization. To request a security freeze be placed on your credit report, please be prepared to provide any or all of the following: your full name, social security number, address(es), date of birth, a copy of a government issued identification card, a copy of a utility bill, bank or insurance information, or anything else the credit reporting agency needs to place the security freeze. Further information regarding credit freezes, including the contact information for the credit reporting agencies, may be found in the information stated-above.