

# HANCOCK ASSOCIATES

Surveyors | Engineers | Scientists

April 29, 2022

«First\_Name» «Last\_Name»  
«Address\_Line\_1»  
«Address\_Line\_2»  
«City», «State» «Zip\_Code»

RE: Hancock Survey Associates, Inc. Data Breach

Dear «First\_Name»:

We respect the privacy of your information, which is why, as a precautionary measure, we are writing to update you on the data security breach we experienced at Hancock Survey Associates, Inc. on January 24, 2022, that may involve your personal information. It has come to our knowledge that the data accessed included personal information such as your name and social security number.

Actions taken in response to the security breach:

- Immediate consultation with IT
- Immediate shutdown and containment of all servers/systems
- Verbally notified all employees to advise personal information was potentially at risk and recommended monitoring all personal accounts and data
- Immediate reach out and connection with Law Enforcement and Cybersecurity Consultant

Hancock Survey Associates, Inc. has implemented additional security measures designed to prevent a recurrence of such an attack, and to protect the privacy of Hancock Survey Associates, Inc. valued employees. The company has been working closely with the cybersecurity consultant, IT and law enforcement to ensure the incident is and has been properly addressed.

In addition, Hancock Survey Associates, Inc. has arranged with NortonLifeLock to provide you with credit monitoring for two years, at no cost to you. We will be sending additional information regarding the summary of inclusions with this benefit separately.

### **Review Your Account Statements and Notify Law Enforcement of Suspicious Activity**

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, 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.

To file a complaint with the FTC, go to [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft) or call 1-877-ID-THEFT (877-438-4338). Complaints filed with the FTC will be added to the FTC's Identity Theft Data Clearinghouse, which is a database made available to law enforcement agencies.

### **Security Freeze**

In some US states, you have the right to put a security freeze on your credit file. This will prevent new credit from being opened in your name without the use of a PIN number that is issued to you when you initiate the freeze. A security freeze is designed to prevent potential creditors from accessing your credit report without your consent. As a result, using a security freeze may interfere with or delay your ability to

185 Centre Street | Danvers, MA 01923 | V: 978-777-3050 | F: 978-774-7816 | [HancockAssociates.com](http://HancockAssociates.com)

Boston, Brockton, Chelmsford, Danvers, Marlborough, Newburyport, Palmer and Princeton, MA | Concord, NH

obtain credit. You must separately place a security freeze on your credit file with each credit reporting agency. Additionally, if you request a security freeze from a consumer reporting agency there may be a fee up to \$5 to place, lift or remove the security freeze. In order to place a security freeze, you may be required to provide the consumer reporting agency with information that identifies you including your full name, Social Security number, date of birth, current and previous addresses, a copy of your state-issued identification card, and a recent utility bill, bank statement or insurance statement.

Hancock Survey Associates, Inc. values your privacy and deeply regrets that this incident occurred. Hancock Associates has been conducting a thorough review of the potentially affected records/computer systems and will notify you if there are any additional significant developments. We have included additional information with this letter with recommended *Steps you can take to further protect your information*.

Respectfully,  
**HANCOCK SURVEY ASSOCIATES, INC.**

Wayne C. Jalbert  
President

Enc. STEPS YOU CAN TAKE TO FURTHER PROTECT YOUR INFORMATION

## **STEPS YOU CAN TAKE TO FURTHER PROTECT YOUR INFORMATION**

### **Review your Account statements and Notify Law Enforcement of Suspicious Activity**

#### **Copy of Credit Report**

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 <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 print a copy of the request form at <https://www.annualcreditreport.com/cra/requestformfinal.pdf>. Or you can elect to purchase a copy of your credit report by contacting one of the three national credit reporting agencies. Contact information for the three national credit reporting agencies for the purpose of requesting a copy of your credit report or for general inquiries is provided below:

Equifax

(800) 685-1111

[www.equifax.com](http://www.equifax.com)

P.O. Box 740241 Atlanta, GA 30374

Experian

(888) 397-3742

[www.experian.com](http://www.experian.com)

535 Anton Blvd., Suite 100 Costa Mesa, CA 92626

TransUnion

(800) 916-8800

[www.transunion.com](http://www.transunion.com)

P.O. Box 6790 Fullerton, CA 92834

#### **Fraud Alert**

You may want to consider placing a fraud alert on your credit report. An initial fraud alert is free and will stay on your credit file for at least 90 days. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any accounts in your name. To place a fraud alert on your credit report, contact any of the three credit reporting agencies identified above. Additional information is available at <http://www.annualcreditreport.com>.

#### **Additional Free Resources on Identity Theft**

You may wish to review the tips provided by the Federal Trade Commission on how to avoid identity theft. For more information, please visit <http://www.ftc.gov/idtheft> or call 1-877-ID-THEFT (877-438-4338). A copy of Taking Charge: What to Do if Your Identity is Stolen, a comprehensive guide from the FTC to help you guard against and deal with identity theft, can be found on the FTC's website [www.ftc.gov/bcp/edu/pubs/consumer/idtheft/idth04.shtm](http://www.ftc.gov/bcp/edu/pubs/consumer/idtheft/idth04.shtm).

# HANCOCK ASSOCIATES

Surveyors | Engineers | Scientists

May 3, 2022

*Employee Name*

*Address 1*

*Address 2*

*City, State Zip*

RE: Hancock Survey Associates, Inc. Data Breach

Dear *Employee Name*:

We respect the privacy of your information, which is why, as a precautionary measure, we are writing to update you on the data security breach we experienced at Hancock Survey Associates, Inc. on January 24, 2022. If the security breach involved your personal information, you would have already been notified.

Actions taken in response to the security breach:

- Immediate consultation with IT
- Immediate shutdown and containment of all servers/systems
- Verbally notified all employees to advise personal information was potentially at risk and recommended monitoring all personal accounts and data
- Immediate reach out and connection with Law Enforcement and Cybersecurity Consultant

Hancock Survey Associates, Inc. has implemented additional security measures designed to prevent a recurrence of such an attack, and to protect the privacy of Hancock Survey Associates, Inc. valued employees. The company has been working closely with the cybersecurity consultant, IT and law enforcement to ensure the incident is and has been properly addressed.

In addition, Hancock Survey Associates, Inc. has arranged with NortonLifeLock to provide you with credit monitoring for two years, at no cost to you. We will be sending additional information regarding the summary of inclusions with this benefit separately.

### **Review Your Account Statements and Notify Law Enforcement of Suspicious Activity**

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, 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.

To file a complaint with the FTC, go to [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft) or call 1-877-ID-THEFT (877-438-4338). Complaints filed with the FTC will be added to the FTC's Identity Theft Data Clearinghouse, which is a database made available to law enforcement agencies.

Hancock Survey Associates, Inc. values your privacy and deeply regrets that this incident occurred. Hancock Associates has been conducting a thorough review of the potentially affected records/computer systems and will notify you if there are any additional significant developments. We have included

additional information with this letter with recommended *Steps you can take to further protect your information.*

Respectfully,  
**HANCOCK SURVEY ASSOCIATES, INC.**

A handwritten signature in blue ink, appearing to read "Wayne C. Jalbert". The signature is fluid and cursive, with a large loop at the end.

Wayne C. Jalbert  
President, P.L.S.

Wayne C. Jalbert  
President

Enc. STEPS YOU CAN TAKE TO FURTHER PROTECT YOUR INFORMATION

## **STEPS YOU CAN TAKE TO FURTHER PROTECT YOUR INFORMATION**

### **Review your Account statements and Notify Law Enforcement of Suspicious Activity**

#### **Copy of Credit Report**

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 <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 print a copy of the request form at <https://www.annualcreditreport.com/cra/requestformfinal.pdf>. Or you can elect to purchase a copy of your credit report by contacting one of the three national credit reporting agencies. Contact information for the three national credit reporting agencies for the purpose of requesting a copy of your credit report or for general inquiries is provided below:

Equifax  
(800) 685-1111  
[www.equifax.com](http://www.equifax.com)  
P.O. Box 740241 Atlanta, GA 30374

Experian  
(888) 397-3742  
[www.experian.com](http://www.experian.com)  
535 Anton Blvd., Suite 100 Costa Mesa, CA 92626

TransUnion  
(800) 916-8800  
[www.transunion.com](http://www.transunion.com)  
P.O. Box 6790 Fullerton, CA 92834

#### **Fraud Alert**

You may want to consider placing a fraud alert on your credit report. An initial fraud alert is free and will stay on your credit file for at least 90 days. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any accounts in your name. To place a fraud alert on your credit report, contact any of the three credit reporting agencies identified above. Additional information is available at <http://www.annualcreditreport.com>.

#### **Security Freeze**

In some US states, you have the right to put a security freeze on your credit file. This will prevent new credit from being opened in your name without the use of a PIN number that is issued to you when you initiate the freeze. A security freeze is designed to prevent potential creditors from accessing your credit report without your consent. As a result, using a security freeze may interfere with or delay your ability to obtain credit. You must separately place a security freeze on your credit file with each credit reporting agency. Additionally, if you request a security freeze from a consumer reporting agency there may be a fee up to \$5 to place, lift or remove the security freeze. In order to place a security freeze, you may be required to provide the consumer reporting agency with information that identifies you including your full name, Social Security number, date of birth, current and previous addresses, a copy of your state-issued identification card, and a recent utility bill, bank statement or insurance statement.

#### **Additional Free Resources on Identity Theft**

You may wish to review the tips provided by the Federal Trade Commission on how to avoid identity theft. For more information, please visit <http://www.ftc.gov/idtheft> or call 1-877-ID-THEFT (877-438-4338). A copy of Taking Charge: What to Do if Your Identity is Stolen, a comprehensive guide from the FTC to help you guard against and deal with identity theft, can be found on the FTC's website [www.ftc.gov/bcp/edu/pubs/consumer/idtheft/idth04.shtm](http://www.ftc.gov/bcp/edu/pubs/consumer/idtheft/idth04.shtm).