



P.O. Box 989728
West Sacramento, CA 95798-9728

To Enroll, Please Call:
1-833-909-4432
Or Visit:
<https://app.idx.us/account-creation/protect>
Enrollment Code: <<ENROLLMENT>>

<<FIRST NAME>> <<LAST NAME>>
<<ADDRESS1>>
<<ADDRESS2>>
<<CITY>>, <<STATE>> <<ZIP>>
<<Country>>

June 1, 2022

Dear <<FIRST NAME>> <<LAST NAME>>:

Bergen's Promise, Inc. writes to notify you of a recent incident that may impact the privacy of certain information provided to us. Importantly, we have no evidence of actual or attempted misuse of any information. The type of information potentially impacted by this incident may include your first and last name in combination with your date of birth, Social Security number, and driver's license number.

We take this incident seriously, and in response to this incident, we changed email account passwords and we continue our ongoing review and assessment of our policies and procedures related to data protection. Additionally, although we have no evidence of misuse of information as a result of this incident, we are providing you access to 24 months of credit monitoring and identity protection services at no cost to you. Instructions for how to enroll in these services and additional resources available to you are included in the enclosed "*Steps You Can Take to Help Protect Your Information.*"

If you have additional questions about this incident, you may contact our dedicated assistance line at 1-833-909-4432, Monday through Friday from 9 a.m. to 9 p.m. Eastern Time (excluding major U.S. holidays), or write to us at 3 University Plaza Drive, Suite 300, Hackensack, NJ 07601, Attention: Compliance Officer.

We greatly appreciate your patience and support while we thoroughly investigate and respond to this incident. We take the protection of information in our care very seriously and we apologize for any concern or inconvenience this incident has caused.

Sincerely,

Dean Pastras, ACSW, LCSW
Chief Executive Officer

STEPS YOU CAN TAKE TO HELP PROTECT YOUR INFORMATION

We encourage you to always remain vigilant against incidents of identity theft and fraud by reviewing your credit reports/account statements and explanation of benefits forms for suspicious activity and to detect errors. Under U.S. law, you are entitled to one free credit report annually from each of the three major credit reporting bureaus, TransUnion, Experian, and Equifax. To order your free credit report, visit www.annualcreditreport.com or call 1-877-322-8228. Once you receive your credit report, review it for discrepancies and identify any accounts you did not open or inquiries from creditors that you did not authorize. If you have questions or notice incorrect information, contact the credit reporting bureau.

Enroll in Credit Monitoring / Identity Protection

1. Website and Enrollment. Go to <https://app.idx.us/account-creation/protect> and follow the instructions for enrollment using your Enrollment Code provided at the top of the letter. The deadline to enroll is September 1, 2022.

2. Activate the credit monitoring provided as part of your IDX identity protection membership. The monitoring included in the membership must be activated to be effective. Note: You must have established credit and access to a computer and the internet to use this service. If you need assistance, IDX will be able to assist you.

3. Telephone. Contact IDX at 1-833-909-4432 to gain additional information about this event and speak with knowledgeable representatives about the appropriate steps to take to protect your credit identity.

Monitor Your Accounts

We encourage you to remain vigilant against incidents of identity theft and fraud by reviewing your credit reports/account statements [and explanation of benefits forms] for suspicious activity and to detect errors. Under U.S. law, you are entitled to one free credit report annually from each of the three major credit reporting bureaus, TransUnion, Experian, and Equifax. To order your free credit report, visit www.annualcreditreport.com or call 1-877-322-8228. Once you receive your credit report, review it for discrepancies and identify any accounts you did not open or inquiries from creditors that you did not authorize. If you have questions or notice incorrect information, contact the credit reporting bureau.

You have the right to place an initial or extended “fraud alert” on a credit file at no cost. An initial fraud alert is a one-year alert that is placed on a consumer’s credit file. Upon seeing a fraud alert, a business is required to take steps to verify the consumer’s identity before extending new credit. If you are a victim of identity theft, you are entitled to an extended fraud alert lasting seven years. Should you wish to place a fraud alert, please contact any of the three credit reporting bureaus listed below.

As an alternative to a fraud alert, you have the right to place a “credit freeze” on a credit report, which will prohibit a credit bureau from releasing information in the credit report without your express authorization. The credit freeze is designed to prevent credit, loans, and services from being approved in your name without your consent. However, you should be aware that using a credit freeze may delay, interfere with, or prohibit the timely approval of any subsequent request or application you make regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, you cannot be charged to place or lift a credit freeze on your credit report. To request a credit freeze, you will need to provide the following information:

1. Full name (including middle initial as well as Jr., Sr., III, etc.);
2. Social Security number;
3. Date of birth;
4. Address for the prior two to five years;
5. Proof of current address, such as a current utility or telephone bill;
6. A legible photocopy of a government-issued identification card (e.g., state driver’s license or identification card); and
7. A copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft, if you are a victim of identity theft.

Should you wish to place a fraud alert or credit freeze, please contact the three major credit reporting bureaus listed below:

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|---|---|--|
| TransUnion 1-800-680-7289 www.transunion.com | Experian 1-888-397-3742 www.experian.com | Equifax 1-888-298-0045 www.equifax.com |
| TransUnion Fraud Alert P.O. Box 2000 Chester, PA 19016-2000 | Experian Fraud Alert P.O. Box 9554 Allen, TX 75013 | Equifax Fraud Alert P.O. Box 105069 Atlanta, GA 30348-5069 |
| TransUnion Credit Freeze P.O. Box 160 Woodlyn, PA 19094 | Experian Credit Freeze P.O. Box 9554 Allen, TX 75013 | Equifax Credit Freeze P.O. Box 105788 Atlanta, GA 30348-5788 |

Additional Information

You can further educate yourself regarding identity theft, fraud alerts, credit freezes, and the steps you can take to protect your personal information by contacting the credit reporting bureaus, the Federal Trade Commission (FTC), or your state Attorney General. The FTC also encourages those who discover that their information has been misused to file a complaint with them. The FTC may be reached at 600 Pennsylvania Ave. NW, Washington, D.C. 20580; www.identitytheft.gov; 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261. You have the right to file a police report if you ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, you will likely need to provide some proof that you have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement, the Massachusetts state Attorney General, and the FTC. This notice has not been delayed by law enforcement.



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June 1, 2022

Dear <<FIRST NAME>> <<LAST NAME>>:

Bergen’s Promise, Inc., writes to notify you of an incident that may affect the privacy of certain information provided to us. This letter includes information about the incident, our response, and resources we are making available to you.

On November 15, 2021, our organization learned of suspicious activity affecting an employee email account. We immediately began an investigation and engaged third-party specialists to determine the nature and scope of the activity. Our investigation determined that an unauthorized party gained access to six (6) employee email accounts between November 15 and November 18, 2021. While we have no reason to believe any information within the affected accounts was misused, our investigation could not rule out access to information in those accounts. Therefore, we began a thorough review of the potentially impacted accounts to determine the information contained therein, and to whom the information related. We completed our review on March 29, 2022, and began confirming address information to notify potentially impacted individuals.

The investigation determined the impacted information may include your first and last name in combination with one or more of the following: <<Variable Text 1>>.

In response to this incident, we changed email account passwords, enhanced security protocols, and we continue our ongoing review and assessment of our policies and procedures related to data protection. Although we have no evidence of actual or attempted misuse of any information as a result of this incident, in an abundance of caution, we are providing you access to <<12/24>> months of credit monitoring and identity protection services at no cost to you. Instructions about how to enroll in these services and additional resources available to you are included in the enclosed “Steps You Can Take to Help Protect Your Information.”

Should you have any questions regarding this matter, we have established a dedicated assistance line, which can be reached at 1-833-909-4432 Monday through Friday, 9 a.m. to 9 p.m. Eastern Time. You may also write to us at 3 University Plaza Drive, Suite 300, Hackensack, NJ 07601, Attention: Compliance Officer.

We greatly appreciate your patience and support while we thoroughly investigate and respond to this incident. We take the protection of information in our care very seriously and we apologize for any concern or inconvenience this incident has caused.

Sincerely,

A handwritten signature in cursive script that reads "Dean Pastras, ACSW, LCSW".

Dean Pastras, ACSW, LCSW
Chief Executive Officer

STEPS YOU CAN TAKE TO HELP PROTECT YOUR INFORMATION

Enroll in Credit Monitoring / Identity Protection

1. Website and Enrollment. Go to <https://app.idx.us/account-creation/protect> and follow the instructions for enrollment using your Enrollment Code provided at the top of the letter. The deadline to enroll is September 1, 2022.

2. Activate the credit monitoring provided as part of your IDX identity protection membership. The monitoring included in the membership must be activated to be effective. Note: You must have established credit and access to a computer and the internet to use this service. If you need assistance, IDX will be able to assist you.

3. Telephone. Contact IDX at 1-833-909-4432 to gain additional information about this event and speak with knowledgeable representatives about the appropriate steps to take to protect your credit identity.

Monitor Your Accounts

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You have the right to place an initial or extended “fraud alert” on a credit file at no cost. An initial fraud alert is a one-year alert that is placed on a consumer’s credit file. Upon seeing a fraud alert, a business is required to take steps to verify the consumer’s identity before extending new credit. If you are a victim of identity theft, you are entitled to an extended fraud alert lasting seven years. Should you wish to place a fraud alert, please contact any of the three credit reporting bureaus listed below.

As an alternative to a fraud alert, you have the right to place a “credit freeze” on a credit report, which will prohibit a credit bureau from releasing information in the credit report without your express authorization. The credit freeze is designed to prevent credit, loans, and services from being approved in your name without your consent. However, you should be aware that using a credit freeze may delay, interfere with, or prohibit the timely approval of any subsequent request or application you make regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, you cannot be charged to place or lift a credit freeze on your credit report. To request a credit freeze, you will need to provide the following information:

1. Full name (including middle initial as well as Jr., Sr., III, etc.);
2. Social Security number;
3. Date of birth;
4. Address for the prior two to five years;
5. Proof of current address, such as a current utility or telephone bill;
6. A legible photocopy of a government-issued identification card (e.g., state driver’s license or identification card); and
7. A copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft, if you are a victim of identity theft.

Should you wish to place a fraud alert or credit freeze, please contact the three major credit reporting bureaus listed below:

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| TransUnion 1-800-680-7289 www.transunion.com | Experian 1-888-397-3742 www.experian.com | Equifax 1-888-298-0045 www.equifax.com |
| TransUnion Fraud Alert P.O. Box 2000 Chester, PA 19016-2000 | Experian Fraud Alert P.O. Box 9554 Allen, TX 75013 | Equifax Fraud Alert P.O. Box 105069 Atlanta, GA 30348-5069 |
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Additional Information

You can further educate yourself regarding identity theft, fraud alerts, credit freezes, and the steps you can take to protect your personal information by contacting the credit reporting bureaus, the Federal Trade Commission (FTC), or your state Attorney General. The FTC also encourages those who discover that their information has been misused to file a complaint with them. The FTC may be reached at 600 Pennsylvania Ave. NW, Washington, D.C. 20580; www.identitytheft.gov; 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261.

You have the right to file a police report if you ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, you will likely need to provide some proof that you have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement, your state Attorney General, and the FTC. This notice has not been delayed by law enforcement.

For Maryland residents, the Maryland Attorney General may be contacted at 200 St. Paul Place, 16th Floor, Baltimore, MD 21202; 1-888-743-0023; and www.oag.state.md.us. Bergen's Promise may be contacted at 3 University Plaza Drive, Suite 300, Hackensack, NJ 07601.

For New York residents, the New York Attorney General may be contacted at Office of the Attorney General, The Capitol, Albany, NY 12224-0341; 1-800-771-7755; or <https://ag.ny.gov>.

For North Carolina residents, the North Carolina Attorney General may be contacted at 9001 Mail Service Center, Raleigh, NC 27699-9001; 1-877-566-7226 or 1-919-716-6000; and www.ncdoj.gov.



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To the parent or guardian of
<<FIRST NAME>> <<LAST NAME>>
<<ADDRESS1>>
<<ADDRESS2>>
<<CITY>>, <<STATE>> <<ZIP>>
<<Country>>

June 1, 2022

Dear parent or guardian of <<FIRST NAME>> <<LAST NAME>>:

Bergen's Promise, Inc. writes to notify you of an incident that may affect the privacy of certain information provided to us related to your minor child. This letter includes information about the incident, our response, and resources we are making available to you.

On November 15, 2021, our organization learned of suspicious activity affecting an employee email account. We immediately began an investigation and engaged third-party specialists to determine the nature and scope of the activity. Our investigation determined that an unauthorized party gained access to six (6) employee email accounts between November 15 and November 16, 2021. While we have no reason to believe any information within the affected accounts was misused, our investigation could not rule out access to information in those accounts. Therefore, we began a thorough review of the potentially impacted accounts to determine the information contained therein and to whom the information related. We completed our review on March 29, 2022 and began confirming address information to notify potentially impacted individuals.

The investigation determined the impacted information may include your minor child's first and last name in combination with one or more of the following: <<Variable Text 1>>.

In response to this incident, we changed email account passwords, enhanced security protocols, and we continue our ongoing review and assessment of our policies and procedures related to data protection. Although we have no evidence of actual or attempted misuse of any information as a result of this incident, in an abundance of caution, we are providing you access to enroll your minor child in <<12/24>> months of identity protection services at no cost to you. Instructions about how to enroll in these services and additional resources available to you are included in the enclosed "*Steps You Can Take to Help Protect Your Minor Child's Information.*"

Should you have any questions regarding this matter, we have established a dedicated assistance line, which can be reached at 1-833-909-4432, Monday through Friday, 9 a.m. to 9 p.m. Eastern Time. You may also write to us at 3 University Plaza Drive, Suite 300, Hackensack, NJ 07601, Attention: Compliance Officer.

We greatly appreciate your patience and support while we thoroughly investigate and respond to this incident. We take the protection of information in our care very seriously and we apologize for any concern or inconvenience this incident has caused.

Sincerely,

A handwritten signature in cursive script that reads "Dean Pastras, ACSW, LCSW".

Dean Pastras, ACSW, LCSW
Chief Executive Officer

STEPS YOU CAN TAKE TO HELP PROTECT YOUR MINOR CHILD'S INFORMATION

We encourage you to remain vigilant against incidents of identity theft and fraud by reviewing your minor child's account statements and explanation of benefits forms for suspicious activity and to detect errors. Under U.S. law, individuals are entitled to one free credit report annually from each of the three major credit reporting bureaus, TransUnion, Experian, and Equifax. To order a free credit report, visit www.annualcreditreport.com or call 1-877-322-8228. Once you receive your credit report, review it for discrepancies and identify any accounts you did not open or inquiries from creditors that you did not authorize. If you have questions or notice incorrect information, contact the credit reporting bureau.

Enroll in Identity Protection

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2. Activate the monitoring provided as part of your IDX identity protection membership. The monitoring included in the membership must be activated to be effective. Note: You must have established credit and access to a computer and the internet to use this service. If you need assistance, IDX will be able to assist you.

3. Telephone. Contact IDX at 1-833-909-4432 to gain additional information about this event and speak with knowledgeable representatives about the appropriate steps to take to protect your credit identity.

4. Security Freeze. You may place a free credit freeze for children under age 16. 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

Additional Information

You can further educate yourself regarding identity theft, fraud alerts, credit freezes, and the steps you can take to protect your personal information by contacting the credit reporting bureaus, the Federal Trade Commission (FTC), or your state Attorney General. The FTC also encourages those who discover that their information has been misused to file a complaint with them. The FTC may be reached at 600 Pennsylvania Ave. NW, Washington, D.C. 20580; www.identitytheft.gov; 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261. You have the right to file a police report if you ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, you will likely need to provide some proof that you have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement, the New Jersey state Attorney General, and the FTC. This notice has not been delayed by law enforcement.