



10300 SW Greenburg Rd.  
Suite 570  
Portland, OR 97223



4 Atlantic Street, SW  
Washington, DC 20032  
www.communityofhopedc.org  
202.407.7747

<<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](https://app.idx.us/account-creation/protect)  
Enrollment Code: <<XXXXXXXXXX>>

June 30, 2022

## Subject: Notice of Data Security Incident

Dear <<First Name>> <<Last Name>>:

At Community of Hope D.C. (“COH”), we are committed to protecting the confidentiality and security of the information we receive and maintain. We are writing to inform you of a recent data security incident that may have impacted some of your personal information. While we are unaware of any misuse of your information, we are writing to notify you of the incident, offer you complimentary credit monitoring and identity protection services, and inform you about steps that you can take to help protect your personal information.

**What Happened:** On February 7, 2022, we learned of a data security incident involving unauthorized access to an email account of one COH employee. In response, we immediately took steps to secure our environment and began to investigate. We also engaged leading, independent cybersecurity experts to help us determine what happened and whether personal information had been accessed or acquired without authorization. As a result, we learned that an unauthorized actor may have accessed certain files and data contained within the account between January 27 and February 7, 2022. We then conducted a thorough review of the impacted information. On May 9, 2022, we learned that your personal information was contained in the email account. We then immediately identified your mailing address and took steps to notify you of this incident.

**What Information Was Involved:** The information contained in the account may have included your name and <<Variable Data 2>>.

**What We Are Doing:** To help prevent something like this from happening again, we are implementing additional technical security measures and increasing employee cybersecurity training. We have also notified the FBI of the incident. While we have no indication that your information has been misused, we are nonetheless providing you with information about steps that you can take to help protect your personal information. As a further precaution, we are also offering you 24 months of complimentary credit monitoring and identity protection services through IDX, a data breach and recovery services expert. These services will help to detect possible misuse of your information and will provide you with identity protection support.

**What You Can Do:** You can enroll in IDX’s complimentary credit monitoring and identity protection services by going to <https://app.idx.us/account-creation/protect> or calling 1-800-939-4170. When prompted, please provide the unique code provided above to enroll in the services. The deadline to enroll is September 30, 2022. For more information on how you can protect your personal information, please review the resources provided on the following pages.

**For More Information:** If you have any questions regarding the incident, please call **1-800-939-4170** between 9 am – 9 pm Eastern Time, Monday through Friday.

The security of your information is a top priority for COH. We take your trust in us and this matter very seriously and we deeply regret any worry or inconvenience that this may cause you.

Sincerely,

Leah Garrett  
Vice President, Development and Communications

Derek Sykes  
Vice President, Finance and Operations

## STEPS YOU CAN TAKE TO FURTHER PROTECT YOUR INFORMATION

**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 (FTC).

### Federal Trade Commission

600 Pennsylvania Ave, NW  
Washington, DC 20580  
[consumer.ftc.gov](http://consumer.ftc.gov), and  
[www.ftc.gov/idtheft](http://www.ftc.gov/idtheft)  
1-877-438-4338

**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 1-877-322-8228, 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 also can contact one of the following three national credit reporting agencies:

#### Equifax

P.O. Box 105851  
Atlanta, GA 30348  
1-800-525-6285  
[www.equifax.com](http://www.equifax.com)

#### Experian

P.O. Box 9532  
Allen, TX 75013  
1-888-397-3742  
[www.experian.com](http://www.experian.com)

#### TransUnion

P.O. Box 1000  
Chester, PA 19016  
1-800-916-8800  
[www.transunion.com](http://www.transunion.com)

**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 one year. 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:** You have the right to put a security freeze on your credit file for up to one year at no cost. 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. 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:** You can obtain information from the consumer reporting agencies, the FTC, or from your respective state Attorney General about fraud alerts, security freezes, and steps you can take toward preventing identity theft. You may report suspected identity theft to local law enforcement, including to the FTC or to the Attorney General in your state.

#### North Carolina Attorney General

9001 Mail Service Center  
Raleigh, NC 27699  
[ncdoj.gov](http://ncdoj.gov)  
1-877-566-7226

#### Maryland Attorney General

200 St. Paul Place  
Baltimore, MD 21202  
[oag.state.md.us](http://oag.state.md.us)  
1-888-743-0023

#### New York Attorney General

Bureau of Internet and Technology  
Resources  
28 Liberty Street  
New York, NY 10005  
1-212-416-8433

#### Rhode Island Attorney General

150 South Main Street  
Providence, RI 02903  
<http://www.riag.ri.gov>  
1-401-274-4400

#### Washington D.C. Attorney General

441 4th Street, NW  
Washington, DC 20001  
[oag.dc.gov](http://oag.dc.gov)  
1-202-727-3400

**You also have certain rights under the Fair Credit Reporting Act (FCRA):** These rights include to know what is in your file; to dispute incomplete or inaccurate information; to have consumer reporting agencies correct or delete inaccurate, incomplete, or unverifiable information; as well as other rights. For more information about the FCRA, and your rights pursuant to the FCRA, please visit <https://www.consumer.ftc.gov/articles/pdf-0096-fair-credit-reporting-act.pdf>.