



VOLUNTEER LAWYERS PROJECT  
7 Winthrop Square  
2nd Floor  
Boston, MA 02110  
617.423.0061 fax  
[vlpnet.org](http://vlpnet.org)

September 3, 2022

Malden, MA 02148

Dear \_\_\_\_\_ :

We are writing to let you know that that a flash drive containing documents with some of your personal information, including your Social Security Number, was misplaced on August 17, 2022 at the Brooke Courthouse Court Service Center in Boston during one of our family law clinics.

The Court Service Center was not open to the public at the time; the only people there were Volunteer Lawyers Project attorneys, paralegals and interns, and our clients and their children. Members of our staff searched extensively for the flash drive but have not been able to find it. We are staying in touch with the Court Service Center staff in case the flash drive turns up.

Because the flash drive is still missing, we are notifying of the possibility that your personal information, including your Social Security Number, may be compromised.

Here is information about your rights and ways to protect yourself:

- **POLICE REPORTS**

Under Massachusetts law, you have the right to get a police report filed about this incident. If you are the victim of identity theft, you also have the right to file a police report and get a copy of it.

- **SECURITY FREEZE ON CREDIT REPORTS**

You may also place a security freeze on your credit reports, free of charge. A security freeze keeps a credit reporting agency from releasing any information from your credit report without written authorization. However, please be aware that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit mortgages, employment, housing or other services. Under federal law, you cannot be charged to place, lift, or remove a security freeze.

You must place your request for a freeze with each of the three major consumer reporting agencies: Equifax ([www.equifax.com](http://www.equifax.com)); Experian ([www.experian.com](http://www.experian.com)); and TransUnion ([www.transunion.com](http://www.transunion.com)). To place a security freeze on your credit report, you may send a written request by regular, certified or overnight mail at the addresses below. You may also place a security freeze through each of the consumer reporting agencies' websites or over the phone,



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using the contact information below:

Equifax Security Freeze  
P.O. Box 105788  
Atlanta, GA 30348  
1-800-349-9960  
<https://www.equifax.com/personal/credit-report-services/>

Experian Security Freeze  
P.O. Box 9554  
Allen, TX 75013  
1-888-397-3742  
<https://www.experian.com/freeze/center.html>

TransUnion Security Freeze  
P.O. Box 160  
Woodlyn, PA 19094  
1-888-909-8872  
<https://www.transunion.com/credit-freeze>

To request a security freeze, you will need to provide some or all of the following information to the credit reporting agency, depending on whether you do so online, by phone, or by mail:

1. Your full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security Number;
3. Date of birth;
4. If you have moved in the past five (5) years, the addresses where you have lived over the prior five years;
5. Proof of current address, such as a current utility bill, telephone bill, rental agreement, or deed;
6. A legible photocopy of a government issued identification card (state driver's license or ID card, military identification, etc.);
7. Social Security Card, pay stub, or W2;
8. If you are a victim of identity theft, include a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft.

The credit reporting agencies have one (1) to three (3) business days after receiving your request to place a security freeze on your credit report, based upon how you made the request. The credit bureaus must also send written confirmation to you within five (5) business days and provide you with a unique personal identification number (PIN) or password (or both)



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that can be used by you to authorize the removal or lifting of the security freeze. It is important to keep this PIN/password in a secure place, as you will need it to lift or remove the security freeze.

To lift the security freeze and allow a specific entity or individual access to your credit report, you must make a request to each of the credit reporting agencies by mail, through their website, or by phone (using the contact information above). You must provide proper identification (including name, address, and Social Security Number) and the PIN number or password provided to you when you placed the security freeze, as well as the identities of those entities or individuals you would like to receive your credit report. You may also temporarily lift a security freeze for a specified period of time rather than for a specific entity or individual, using the same contact information above. The credit bureaus have between one (1) hour (for requests made online) and three (3) business days (for request made by mail) after receiving your request to lift the security freeze for those identified entities or for the specified period of time.

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- **OFFER OF FREE CREDIT MONITORING & IDENTITY THEFT PROTECTION**

At our expense, Volunteer Lawyers Project would like to offer you a free 2-year subscription to **Identity Guard® Total**, a credit monitoring and identity theft protection service. Identity Guard Total provides essential monitoring and protection of not only credit data, but also monitors the Dark Web and alerts you if your Social Security number, credit cards, and bank account numbers are found in unsecure online locations.

IDENTITY GUARD® TOTAL features include:

1. Dark Web Monitoring
2. High Risk Transaction Alerts
3. Identity Theft Recovery Assistance
4. 3-Bureau Credit Monitoring
5. \$1 Million Identity Theft Insurance\*
6. Bank Account Monitoring
7. Account Access via Mobile App
8. Safe Browser Extension

\*Identity Theft Insurance underwritten by insurance company subsidiaries or affiliates of American International Group, Inc. The description herein is a summary and intended for informational purposes only and does not include all terms, conditions and exclusions of the policies described. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

**If you wish to take advantage of Identity Guard Total, you must enroll by December 31, 2022.**



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HOW TO ENROLL:

To activate this coverage please visit the website <https://app.identityguard.com/activate/> and enter the activation code listed below. The activation code is required for enrollment and can only be used by you and only one time.

Activation Code:        xxxx-xxxx-xxxx-xxxx

To enroll, you will need to provide the following personal information:

1. Mailing Address
2. Phone Number
3. Social Security Number
4. Date of Birth
5. E-mail Address
6. Activation Code

This service is free to you. No method of payment will be collected during enrollment and there is no need to cancel. We urge you to enroll today.

Our mission is to help people, and we are very sorry about this incident and for any inconvenience it causes you.

If you have any questions or wish to discuss anything in this letter, please contact me at 857-320-6456 or [jallison@vlpnet.org](mailto:jallison@vlpnet.org). For your own protection, do not include any personal information in the email.

Sincerely,

A handwritten signature in black ink that reads "Joanna Allison".

Joanna Allison  
Executive Director, Volunteer Lawyers Project

August 29, 2022

By First-Class and Certified Mail

Arlington, MA 02474

Dear \_\_\_\_\_ :

As you may remember, the Volunteer Lawyers Project helped you with some court forms earlier this summer. We are writing to let you know that that a flash drive containing documents with some of your personal information, including your Social Security Number, was misplaced on August 17, 2022 at the Brooke Courthouse Court Service Center in Boston during one of our family law clinics.

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5. Proof of current address, such as a current utility bill, telephone bill, rental agreement, or deed
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Sincerely,

/s/

Joanna Allison  
Executive Director, Volunteer Lawyers Project



August 29, 2022

By First-Class and Certified Mail

Arlington, MA 02474

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