

# maximus

Notification #

October 25, 2022

NAME  
STREET ADDRESS  
CITY, STATE, ZIPCODE

Dear NAME:

**We want to tell you about something that happened**

Maximus is a contractor to the Massachusetts Executive Office of Health and Human Services (EOHHS), which administers MassHealth for the Commonwealth. We are writing to notify you that an unauthorized acquisition of your personal information occurred on September 23, 2022.

**What you can do to protect your personal information**

Because of the potential unauthorized acquisition of your personal information, we would like to offer you **24 months** of credit monitoring and other services from Experian. This is to lower any risk of identity theft. We also want you to know about other protective actions you can take.

**How you can enroll in free credit monitoring**

To help protect your identity, we are offering you a **free** two-year membership in Experian's® IdentityWorks<sup>SM</sup>. This product gives you superior identity detection and resolution of identity theft. To activate your membership and start having your personal information monitored:

- **Enroll by January 31, 2023.** Enrollments must occur by no later than 5:59 pm CT. (Your code will not work after this date and time.)
- Visit the Experian IdentityWorks website to enroll at:  
<https://www.experianidworks.com/3bplus>
- Provide your **activation code**:

If you have questions about the product, need assistance with identity restoration or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at **877.890.9332** by **January 31, 2023**.

Your **engagement number** is proof that you qualify for Experian identity restoration services. Be sure to have this number ready when you call:

**Additional details regarding your 24-month Experian IdentityWorks membership**

A credit card is not required for enrollment in Experian IdentityWorks.

You can contact Experian **immediately** regarding any fraud issues, and have access to the following features once you enroll in Experian IdentityWorks:

- **Experian credit report at signup:** See what information is associated with your credit file. Daily credit reports are available for online members only.\*
- **Credit monitoring:** Actively monitors Experian, Equifax and Transunion files for indicators of fraud.
- **Internet surveillance:** Technology searches the web, chat rooms & bulletin boards 24/7. to identify trading or selling of your personal information on the Dark Web.

1600 Tysons Blvd #1400 McLean, VA 22102 | [maximus.com](https://maximus.com)

- **Identity restoration:** Identity Restoration specialists are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARE™:** You receive the same high-level Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **Up to \$1 million identity theft insurance\*\*:** Provides coverage for certain costs and unauthorized electronic fund transfers.

If you believe there was fraudulent use of your information and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent at **877.890.9332**. If, after discussing your situation with an agent, it is determined that Identity Restoration support is needed, then an Experian Identity Restoration agent is available to work with you to investigate and resolve each incident of fraud that occurred (including, as appropriate, helping you with contacting credit grantors to dispute charges and close accounts; assisting you in placing a freeze on your credit file with the three major credit bureaus; and assisting you with contracting government agencies to help restore your identity to its proper condition).

Please note that this Identity Restoration support is available to you for 24 months from the date of this letter and does not require any action on your part at this time. The Terms and Conditions for this offer are located at [www.ExperianIDWorks.com/restoration](http://www.ExperianIDWorks.com/restoration). You will also find self-help tips and information about identity protection at this site.

#### **Additional steps you can take**

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

You may also place a security freeze on your credit reports, free of charge. 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 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, 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>

In order 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;
  1. A legible photocopy of a government issued identification card (state driver's license or ID card, military identification, etc.);
6. Social Security Card, pay stub, or W2;
7. 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 the method of your 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) that can be used by you to authorize the removal or lifting of the security freeze. It is important to maintain this PIN/password in a secure place, as you will need it to lift or remove the security freeze.

To lift the security freeze in order to 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.

To remove the security freeze, 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 (name, address, and social security number) and the PIN number or password provided to you when you placed the security freeze. The credit bureaus have between one (1) hour





(for requests made online) and three (3) business days (for requests made by mail) after receiving your request to remove the security freeze.

**Contact us if you have more questions**

If you have any questions or concerns, please contact us:

Jennifer Lazenby – Sr VP Privacy  
Maximus, Inc.  
[jennifervlazenby@maximus.com](mailto:jennifervlazenby@maximus.com)  
833.953.3696 (toll-free)

Tell us that you are contacting us about the potential unauthorized access of your personal information. You can also give us the Notification Number in the upper right-hand corner of the first page of this letter.

We take the privacy and security of personal information seriously. We regret any worry or inconvenience this event has caused you.

Sincerely,

*Jennifer Lazenby*

Jennifer Lazenby, Sr VP Privacy  
Maximus, Inc.

Enclosures: Steps You Can take to Protect Your Identity  
Important Information to Translate notice

\* Offline members will be eligible to call for additional reports quarterly after enrolling

\*\* The Identity Theft Insurance is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.



## **STEPS YOU CAN TAKE TO PROTECT YOUR IDENTITY**

**Security Freeze.** A security freeze prevents credit reporting bureaus from releasing information in your credit file. This can make it harder for identity thieves to open new accounts in your name. Please be aware, however, that placing a security freeze on your credit report may delay approval of any requests you make for new loans, credit, mortgages, or other services.

You have the right to request a security freeze for free. To place a security freeze on your file, you must contact each of the three national credit reporting bureaus. You can contact them by phone, online submission, or mail.

Equifax Information Services  
PO Box 105788  
Atlanta, GA 30348  
1.800.685.1111  
<https://www.freeze.equifax.com>

Experian  
PO Box 9554  
Allen, TX 75013  
1.888.397.3742  
<https://www.experian.com/freeze>

TransUnion  
P.O. Box 160  
Woodlyn, PA 19094  
1-800-916-8800  
<https://www.transunion.com/credit-freeze>

When requesting a security freeze, you will need to provide information to confirm your identity, such as your name, proof of your current address, your prior address if you've moved in the last five years, your date of birth, Social security number, and other personal information.

A security freeze request made by phone or online will be effective within one hour. Requests by mail take up to three business days from when the business receives it to be effective. After requesting a freeze, you will be given a unique personal identification number (PIN) and/or password. Keep this in a safe place as you will need it to temporarily lift or fully remove the security freeze.

The freeze will remain until you ask the credit bureau to temporarily lift or fully remove it. If the request is made online or by phone, a credit bureau must lift the security freeze within one hour. If the request is made by mail, then the bureau must list the freeze no later than three business days after receiving your request. There is no charge for placing, lifting, or removing a security freeze.

**Review Your Account Statements.** Carefully review your bank, credit card, and other account statements every month to ensure that your account activity is valid. Report any questionable charges promptly and in writing to the card or account issuer.

**Check Your Credit Report.** Check your credit report to ensure that all of your information is correct. You can obtain a free credit report once per year by visiting

[www.annualcreditreport.com](http://www.annualcreditreport.com) or by calling 877.32.8228. If you notice any inaccuracies, report the dispute right away to the relevant credit reporting bureau. You can file a dispute on the relevant bureau's website or by contacting them at the number listed on your credit report. You can also report any suspicious activity to your local law enforcement, in which case you should request a copy of the police report and retain it for your records.

**Fraud Alert.** You have the right to request that the credit bureaus place a fraud alert on your file. A fraud alert tells creditors to contact you before opening any new accounts or increasing credit limits on your existing accounts. A fraud alert lasts for one year and is free of charge.

You need to contact only one of the three credit bureaus to place a fraud alert; the one you contact is required by law to contact the other two. For Fraud Alerts, use the credit bureau contact information provided above in the Security Freeze section.

**Consult the Federal Trade Commission.** To learn more about steps you can take to avoid identity theft, you can contact the Federal Trade Commission by mail, online, or by phone:

Federal Trade Commission, Consumer Response Center

600 Pennsylvania Avenue NW

Washington, D.C. 20580

1.877.ID.THEFT (1.877.438.4338)

[www.consumer.ftc.gov/features/feature-0014-identity-theft](http://www.consumer.ftc.gov/features/feature-0014-identity-theft)

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**This information is important. It should be translated right away.**

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Esta información es importante y debe ser traducida inmediatamente.

(Spanish)

Esta informação é importante. Deverá ser traduzida imediatamente.

(Brazilian Portuguese)

此處的資訊十分重要，應立即翻譯。

(Chinese)

Enfòmasyon sa enpòtan. Yo fèt pou tradwi li tou swit.

(Haitian Creole)

Những tin tức này thật quan trọng. Tin tức này cần phải thông dịch liền.

(Vietnamese)

Эта информация очень важна. Ее нужно перевести немедленно.

(Russian)

هذه المعلومات هامة. يجب ترجمتها فوراً.

(Arabic)

នេះគឺជាព័ត៌មានសំខាន់ៗ វាត្រូវតែបានបកប្រែឆាប់ៗ។

(Cambodian)

Cette information est importante. Prière de la traduire immédiatement.

(French)

Questa informazione è importante. Si pregha di tradurla immediatamente.

(Italian)

이 정보는 중요합니다. 이는 즉시 번역해야 합니다.

(Korean)

Αυτή η πληροφορία είναι σημαντική και πρέπει να μεταφραστεί άμεσα.

(Greek)

To jest ważna informacja. Powinna zostać niezwłocznie przetłumaczona.

(Polish)

यह जानकारी महत्वपूर्ण है। इसका अनुवाद भलीभांति किया जाना चाहिए।

(Hindi)

આ માહિતી મહત્વની છે. તેનું તરત જ અનુવાદ થવું જોઈએ.

(Gujarati)

ຂໍ້ມູນນີ້ເປັນສິ່ງສໍາຄັນ. ມັນຄວນຈະໄດ້ຮັບການແປທັນທີ.

(Lao)