



<<Date>> (Format: Month Day, Year)

Parent or Guardian of

<<first\_name>> <<middle\_name>> <<last\_name>> <<suffix>>  
 <<address\_1>>  
 <<address\_2>>  
 <<city>>, <<state\_province>> <<postal\_code>>  
 <<country>>

Dear Parent or Guardian of <<first\_name>> <<middle\_name>> <<last\_name>> <<suffix>>:

Jacob's Ladder Neurodevelopmental School & Therapy Center writes to notify you of an incident that may impact the privacy of certain information provided to us. We take this incident very seriously and are providing you information about the incident, our response, and steps you can take to protect your minor's information.

On October 5, 2022, we began investigating unusual activity in an employee's email account. This included working with third-party specialists to determine the nature and scope of the activity. The investigation determined there was unauthorized access to certain employees' email accounts between June 20, 2022 and September 14, 2022. Therefore, we conducted a review of the contents of the accounts to determine the type of information contained therein. On December 16, 2022, we completed our review. The type of information in the accounts included your minor's name and the following: <<b2b\_text\_1(data elements)>>.

In response to this incident, we changed email account passwords and have updated our policies and procedures related to data protection. Additionally, in an abundance of caution, we are providing your minor access to 24 months of identity monitoring services at no cost to you. Instructions about how to activate these services and additional resources available to you are included in the enclosed *Steps You Can Take to Help Protect Your Minor's Information*.

We understand you may have questions about this incident. You may contact Jaclyn Rhodes, Chief Operating Officer, at 770-998-1017, Monday through Friday from 8 am to 5 pm ET or write to us at 407 Hardscrabble Road, Roswell, GA 30075.

We sincerely regret any concern this incident may cause you. The privacy and security of information is important to us, and we will continue to take steps to protect information in our care.

Sincerely,

*Jaclyn Rhodes*

Jaclyn Rhodes  
 Chief Operating Officer  
 Jacob's Ladder Neurodevelopmental School & Therapy Center

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

To help relieve concerns and restore confidence following this incident, we have secured the services of Kroll to provide Minor Monitoring, Fraud Consultation, and Identity Theft Restoration at no cost to you for two years. Kroll is a global leader in risk mitigation and response, and their team has extensive experience helping people who have sustained an unintentional exposure of confidential data.

Visit <https://enroll.krollmonitoring.com> to activate and take advantage of your Minor Identity Monitoring services.

You have until <<b2b\_text\_6(activation deadline)>> to activate your Minor Identity Monitoring services.

Membership Number: <<Membership Number s\_n>>

For more information about Kroll and your Identity Monitoring services, you can visit [info.krollmonitoring.com](http://info.krollmonitoring.com).



### TAKE ADVANTAGE OF YOUR IDENTITY MONITORING SERVICES

You have been provided with access to the following services from Kroll:

#### Minor Identity Monitoring

Minor Identity Monitoring detects when names, addresses, and credit information is associated with your child's Social Security number. An alert will be sent to you when activity is detected. The presence of a credit file may be an indicator of identity theft or fraud for children who, as minors, should not have a credit history.

#### Fraud Consultation

You have unlimited access to consultation with a Kroll fraud specialist. Support includes showing you the most effective ways to protect your identity, explaining your rights and protections under the law, assistance with fraud alerts, and interpreting how personal information is accessed and used, including investigating suspicious activity that could be tied to an identity theft event.

#### Identity Theft Restoration

If you become a victim of identity theft, an experienced Kroll licensed investigator will work on your behalf to resolve related issues. You will have access to a dedicated investigator who understands your issues and can do most of the work for you. Your investigator will be able to dig deep to uncover the scope of the identity theft, and then work to resolve it.

Kroll's activation website is only compatible with the current version or one version earlier of Chrome, Firefox, Safari and Edge.

#### Monitor Accounts

We encourage you to remain vigilant against incidents of identity theft and fraud by reviewing your minor child's account statements and your explanation of benefits forms for suspicious activity and to detect errors. Although minors under the age of 18 typically do not have a credit report, 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](http://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 a "security freeze" on the file, which will prohibit a credit bureau from releasing information in the credit file without your express authorization. Pursuant to federal law, you cannot be charged to place or lift a security freeze on a credit file. To request a security freeze for your minor, you will need to provide the following information for both you and your minor:

1. Full name (including middle initial as well as Jr., Sr., III, etc.);
2. Social Security number;
3. Date of birth; and
4. Address for the prior two to five years.

Include for your identification:

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. Proof that you are the parent or legal guardian of the minor.

Include for you minor's identification:

8. A copy of your minor's Social Security card and
9. A copy of your minor's birth certificate.

Should you wish to contact the credit reporting bureaus or place a security freeze, please contact the bureaus listed below:

<b>TransUnion</b> 1-800-680-7289 <a href="http://www.transunion.com">www.transunion.com</a>	<b>Experian</b> 1-888-397-3742 <a href="http://www.experian.com">www.experian.com</a>	<b>Equifax</b> 1-888-298-0045 <a href="http://www.equifax.com">www.equifax.com</a>
<b>TransUnion Fraud Alert</b> P.O. Box 2000 Chester, PA 19016-2000	<b>Experian Fraud Alert</b> P.O. Box 9554 Allen, TX 75013	<b>Equifax Fraud Alert</b> P.O. Box 105069 Atlanta, GA 30348-5069
<b>TransUnion Credit Freeze</b> P.O. Box 160 Woodlyn, PA 19094	<b>Experian Credit Freeze</b> P.O. Box 9554 Allen, TX 75013	<b>Equifax Credit Freeze</b> 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](http://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.