



Return Mail to IDX:
 P.O. Box 989728
 West Sacramento, CA 95798-9728

To Enroll, Please Call:
 1-833-896-7335
 Or Visit:
<https://response.idx.us/IHA>
 Enrollment Code: <<Enrollment Code>>

<<First Name>> <<Last Name>>
 <<Address1>>
 <<Address2>>
 <<City>>, <<State>> <<Zip>>

January 23, 2023

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

The Indianapolis Housing Agency (“IHA”) is sending this letter as part of our commitment to privacy. We are writing to you regarding an incident at IHA which may have involved some of your personal information. We want you to understand what happened, what we are doing about it, the steps you can take to protect yourself, and how we can help you.

What Happened.

On October 4, 2022, we discovered that the IHA experienced a cybersecurity incident. When we first became aware of unusual activity within our IT environment, we promptly engaged additional support services, hired security experts and forensics investigators to help us investigate the incident, and ensure the safety of our environment. We also underwent a review of potentially affected data to determine what personal information may have been involved and identify any potentially impacted individuals.

What Information Was Involved.

Please note that we are providing this information in an abundance of caution, as the investigation could not confirm your personal information was *actually* viewed or misused.

The information that *may* have been involved included your name, address, date of birth, <<Impacted Data>>.

What We Are Doing.

We take the confidentiality, privacy, and security of information in our care seriously. We recognize that incidents like this continue to affect large and small organizations throughout the country. We have addressed this matter as thoroughly and expeditiously as possible by conducting a comprehensive investigation into the incident. Since the incident, we have deployed additional cybersecurity measures to enhance the security of our network, and we will be continuously evaluating and evolving our current and future cybersecurity practices to better protect our systems against future attacks.

We are also providing you with services available through IDX, an identity protection services provider. IDX identity protection services include: 24 months of credit and CyberScan monitoring, a \$1,000,000 insurance reimbursement policy, and fully managed identity theft recovery services. With this protection, IDX will help you resolve issues if your identity is compromised.

What You Can Do.

While we have no reason to believe that any of your information has been or will be misused and the investigation has not revealed any attempts at fraud or identity theft, out of an abundance of caution, we are providing you with 24 months of credit monitoring and identity protection services through IDX at no cost to you. A description of the services and instructions on how to enroll can be found below. Please note that you must complete the enrollment process yourself, as we are not permitted to enroll you in these services on your behalf.

We encourage you to contact IDX with any questions and to enroll in free identity protection services by calling 1-833-896-7335 or going to <https://response.idx.us/IHA> and using the Enrollment Code provided above. IDX representatives are available Monday through Friday from 9 am - 9 pm Eastern Time. The deadline to enroll is April 23, 2023.

We also encourage you to, as always, remain vigilant and monitor your account statements, financial transactions, and free credit reports for potential fraud and identity theft, and promptly report any concerns. We suggest you regularly review bills, notices, and statements, and promptly report any questionable or suspicious activity.

Under Massachusetts law, you have the right to obtain a police report 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 also have a right to place a security freeze on your credit report. By placing a security freeze, someone who fraudulently acquires your personal identifying information will not be able to use that information to open new accounts or borrow money in your 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 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

In order to request a security freeze, you will need to provide the following information:

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 three (3) business days after receiving your request to place a security freeze on your credit report if a request is made by mail, and one (1) day after making a request by phone or online. The credit reporting agencies 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.

To lift the security freeze in order to allow a specific entity access to your credit report, you must send a request to the credit reporting agencies by mail, telephone, or online and include proper identification (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 the entity you would like to receive your credit report or the specific period of time you want the credit report available. The credit reporting agencies have three (3) business days after receiving your request to lift the security freeze for the identified entity or for the specified period of time if requested by mail, and one (1) hour to lift the freeze after a request by phone or online.

To remove the security freeze, you must send a request to each of the three credit reporting agencies by mail, telephone, or online and include 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 reporting agencies have three (3) business days after receiving your request to remove the security freeze if requested by mail, and one (1) hour to remove the freeze after a request by phone or online.

For More Information.

If you have questions about this letter, please call 1-833-896-7335 toll-free Monday through Friday from 9 am - 9 pm Eastern Time or go to <https://response.idx.us/IHA>. The toll-free number and website have been created to answer your questions about the incident and to help you enroll in identity theft and credit monitoring services.

We value your trust in the IHA and we regret any inconvenience this matter may have caused you.

Sincerely,

Indianapolis Housing Agency



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West Sacramento, CA 95798-9728

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Or Visit:
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Enrollment Code: <<Enrollment Code>>

To the Parent or Guardian of
<<First Name>> <<Last Name>>
<<Address1>>
<<Address2>>
<<City>>, <<State>> <<Zip>>

January 23, 2023

Dear Parent or Guardian of <<First Name>> <<Last Name>>:

The Indianapolis Housing Agency (“IHA”) is sending this letter as part of our commitment to privacy. We are writing to you regarding an incident at IHA which may have involved some of the personal information of your child. We want you to understand what happened, what we are doing about it, the steps you can take to protect your child, and how we can help you.

What Happened.

On October 4, 2022, we discovered that the IHA experienced a cybersecurity incident. When we first became aware of unusual activity within our IT environment, we promptly engaged additional support services, hired security experts and forensics investigators to help us investigate the incident, and ensure the safety of our environment. We also underwent a review of potentially affected data to determine what personal information may have been involved and identify any potentially impacted individuals.

What Information Was Involved.

Please note that we are providing this information in an abundance of caution, as the investigation could not confirm your personal information was *actually* viewed or misused.

The information that *may* have been involved included your child’s name, address, date of birth, <<Impacted Data>>.

What We Are Doing.

We take the confidentiality, privacy, and security of information in our care seriously. We recognize that incidents like this continue to affect large and small organizations throughout the country. We have addressed this matter as thoroughly and expeditiously as possible by conducting a comprehensive investigation into the incident. Since the incident, we have deployed additional cybersecurity measures to enhance the security of our network, and we will be continuously evaluating and evolving our current and future cybersecurity practices to better protect our systems against future attacks.

We are also providing your child with services available through IDX, an identity protection services provider. IDX identity protection services include: 24 months of CyberScan monitoring, a \$1,000,000 insurance reimbursement policy, and fully managed identity theft recovery services. With this protection, IDX will help resolve issues if your child’s identity is compromised.

What You Can Do.

While we have no reason to believe that any of your child's information has been or will be misused and the investigation has not revealed any attempts at fraud or identity theft, out of an abundance of caution, we are providing your child with 24 months of identity protection services through IDX at no cost to you. A description of the services and instructions on how to enroll can be found below. Please note that you must complete the enrollment process yourself, as we are not permitted to enroll your child in these services on your behalf.

We encourage you to contact IDX with any questions and to enroll your child in the free identity protection services by calling 1-833-896-7335 or going to <https://response.idx.us/IHA> and using the Enrollment Code provided above. IDX representatives are available Monday through Friday from 9 am - 9 pm Eastern Time. The deadline to enroll is April 23, 2023.

We also encourage you to, as always, remain vigilant and monitor account statements, and financial transactions for potential fraud and identity theft, and promptly report any concerns. We suggest you regularly review bills, notices, and statements, and promptly report any questionable or suspicious activity.

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

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 child 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.

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Atlanta, GA 30348-5069
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P.O. Box 2000
Chester, PA 19022-2000
www.transunion.com

In order to request a security freeze, you will need to provide the following information:

1. Full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security Number;
3. Date of birth;
4. If your child has moved in the past five (5) years, the addresses where you child has 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 three (3) business days after receiving your request to place a security freeze on your credit report if a request is made by mail, and one (1) day after making a request by phone or online. The credit reporting agencies 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.

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identities of the entity you would like to receive your credit report or the specific period of time you want the credit report available. The credit reporting agencies have three (3) business days after receiving your request to lift the security freeze for the identified entity or for the specified period of time if requested by mail, and one (1) hour to lift the freeze after a request by phone or online.

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We value your trust in the IHA and we regret any inconvenience this matter may have caused you.

Sincerely,

Indianapolis Housing Agency