



**Commonwealth of Massachusetts**  
**Executive Office of Health and Human Services**  
**Department of Transitional Assistance**

**MAURA T. HEALEY**  
GOVERNOR

**MARY A. BECKMAN**  
ACTING SECRETARY

**KIMBERLEY DRISCOLL**  
LIEUTENANT GOVERNOR

**MARY SHEEHAN**  
ACTING COMMISSIONER

February 3, 2023

Dear [REDACTED]:

We write to notify you that an unauthorized disclosure of your personal information was reported to us on January 25, 2023. We regret any concerns this may cause. The unintended recipients of the information were advised to destroy it.

Under Massachusetts law, you have the right to obtain a copy of any police report filed regarding this event. Please note, however, that no police report has been filed in this case because the release of your information was not a result of criminal activity. If you were to become the victim of identity theft as a result of this event, you have the right to file a police report and obtain a copy of it.

Massachusetts law allows consumers to place a security freeze on their credit reports, free of charge. A security freeze prohibits a credit reporting agency from releasing any information from your credit report without your authorization. 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 cards; mortgages; employment; housing; or other services.

To place a security freeze on your credit report, you must send a written request to **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)) by phone, by online form, or by regular, certified or overnight mail at the addresses below:

Equifax Security Freeze  
 P.O. Box 105788  
 Atlanta, GA 30348  
 (800) 349-9960 or (800) 685-1111  
<https://help.equifax.com/s/article/How-do-I-place-temporarily-lift-or-permanently-remove-a-security-freeze>

Experian Security Freeze  
 P.O. Box 9554  
 Allen, TX 75013

(888) 397-3742

<https://www.experian.com/freeze/center.html#content-01%C2%A0>

Trans Union Security Freeze Fraud Victim Assistance Department

P.O. Box 6790

Fullerton, CA 92834

(888) 909-8872

<https://www.transunion.com/credit-freeze>

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. Current address;
3. Social Security number;
4. Date of birth;
5. If you have moved in the past five (5) years, provide the addresses where you have lived over the prior five years;
6. Proof of current address such as a current utility bill or telephone bill;
7. A legible photocopy of a government issued identification card (state driver's license or ID card, military identification, etc.);
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. The credit bureaus must 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 you can use to authorize the removal or lifting of the security freeze.

To lift the security freeze to allow a specific entity or individual access to your credit report, you must call or send a written request to the credit reporting agencies by mail and include proper identification (name, address, and Social Security number) and the PIN 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 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 those identified entities or for the specified period of time.

To remove the security freeze, you must send a written request to each of the three credit bureaus by mail and include proper identification (name, address, and social security number) and the PIN or password provided to you when you placed the security freeze. The credit bureaus have three (3) business days after receiving your request to remove the security freeze.

If you have any questions, or would like additional information, please contact me at [Tracy.Arnold@mass.gov](mailto:Tracy.Arnold@mass.gov). Thank you.

Sincerely,



Tracy Arnold

Assistant General Counsel and Privacy Officer



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600 Washington Street • Boston MA 02111  
[www.Mass.gov/DTA](http://www.Mass.gov/DTA) • @DTA\_Listens

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