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March 10, 2023

We are writing to notify you that an unauthorized acquisition of your personal information occurred on or about February 23, 2023, at Keenan North. A staff member shared this information with one or more individual(s) who was/were not authorized to receive it. This occurred when the staff member mistakenly left printed paperwork in an unsecure area. Based on our initial findings, we believe the information was read by a small number of people, and was recovered within less than five hours. The information included your social security number. 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. We take these matters very seriously, and we are currently conducting an internal review of the incident.

Due to the type of information involved, you are eligible for 18 months of free credit monitoring services. If you wish to enroll in credit monitoring services as a Massachusetts resident, please contact me at the number below.

We are required by *The State of Massachusetts* to inform you of the data breach; and have included other required information in the attachment below. If you have any further questions, please do not hesitate to contact me. We apologize for this unfortunate circumstance.

Sincerely,

Michèle M. Streeter, RN, BSN, MS

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Director of Compliance, Quality Improvement and Risk Management

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"Your courage, our care."

How to Place a Security Freeze on Your Credit Reports

You may 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);
Experian (www.experian.com); and
TransUnion (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, 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, and 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 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.