

The Energy Monster, Inc.  
 100 Lamartine Street  
 Worcester, MA 01608  
[myenergymonster.com/ma/](http://myenergymonster.com/ma/)

[INSERT DATE SENT]

[INSERT CONSUMER NAME]

[INSERT CONSUMER STREET ADDRESS]

[INSERT CONSUMER CITY/STATE/ZIP]

RE: Notification Regarding Data Breach

Dear [INSERT CONSUMER NAME]:

We are writing regarding a recent data security incident on 1-24-2023 that may have impacted the privacy and security of some of your personal information. While we have taken the necessary steps internally to investigate, report, and address the incident, please additionally find the following information and resources in accordance with Massachusetts law.

- 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](http://www.equifax.com)); Experian ([www.experian.com](http://www.experian.com)); and TransUnion ([www.transunion.com](http://www.transunion.com)). To place (remove, or lift) a security freeze on your credit report, you may send a written request by mail, website, or phone using the following information: (1) Equifax Security Freeze, P.O. Box 105788, Atlanta, GA 30348, 1-800-349-9960, [www.equifax.com/personal/credit-report-services/](http://www.equifax.com/personal/credit-report-services/); (2) Experian Security Freeze, P.O. Box 9554, Allen, TX 75013, 1-888-397-3742, [www.experian.com/freeze/center.html](http://www.experian.com/freeze/center.html); and/or (3) TransUnion Security Freeze, P.O. Box 160, Woodlyn, PA 19094, 1-888-909-8872, [www.transunion.com/credit-freeze](http://www.transunion.com/credit-freeze).
- To request a security freeze, you will need to provide some or all the following information to the credit reporting agency: (1) Your full name (including middle initials 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/or (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. You have the right to obtain any police report filed for the incident. If you are the victim of identity theft, you have the right to file a police report and obtain a copy of it.
- 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 the PIN/password in a secure place, as you will need it to lift or remove the security freeze.
- 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. 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. To lift the security freeze to allow a specific entity or individual access to your credit report, you must make a request to each of the credit reporting agencies. You must provide proper identification and the PIN/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 rather than for a specific entity or individual. 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.

If you have any further questions, please contact Courtney Hider, Director of Operations – [save@myenergymonster.com](mailto:save@myenergymonster.com)

Sincerely,  
 Courtney Hider  
 Director of Operations], The Energy Monster, Inc

