



<<FIRST\_NAME>> <<MI>> <<LAST\_NAME>>  
<<ADDRESS1>>  
<<CITY>>, <<state>> <<zip>>

June 16, 2023

Re: Notice of Data Security Incident

Dear <<First\_Name>> <<Mi>> <<Last\_Name>>:

We are writing to inform you about a data security incident experienced by The Hatcher Agency (“Hatcher”) that may have exposed your personal information to unauthorized persons. We regret that this incident occurred. Although we have no evidence to suggest that any of your personal information has, in fact, been misused, we are providing you with a summary of the incident below and an opportunity to enroll in free credit monitoring and identity left protection services.

#### **WHAT HAPPENED?**

On March 14, 2023, Hatcher became aware of some unusual email activity. We immediately began working with cybersecurity experts to investigate and subsequently determined that an unauthorized third party gained access to a portion of Hatcher’s computer network that contained a number of files, including those with personal information. Based on our investigation, we believe the unauthorized access started and ended on February 14, 2023. Once we identified the data that may have been affected, we promptly engaged a data review firm to determine what information was in those files. We received the results of that review in early May. We have been working since then to identify the affected individuals and the correct addresses for them.

#### **WHAT INFORMATION WAS INVOLVED?**

Our investigation determined that the following types of personal information related to you may have been impacted: full name, contact information, date of birth, government identification (such as a driver’s license or Social Security number), health insurance information, and a limited amount of medical information.

#### **WHAT WE ARE DOING?**

We hired third-party experts to address the situation, investigate the unauthorized activity, and further secure Hatcher’s systems to protect the personal information and data stored on them. We also notified law enforcement, which did not delay this notice.

#### **WHAT YOU CAN DO?**

If you have questions about this matter, please call us at the phone number below. Enclosed with this letter you will find additional steps you can take to help protect yourself.

In addition, we are providing you with access to Single Bureau Credit Monitoring services at no charge. These services provide you with alerts for 24 months from the date of enrollment when changes occur to your credit file. This notification is sent to you the same day that the change or update takes place with the bureau. In addition, we are providing you with proactive fraud assistance to help with any questions that you might have or in the event that you become a victim of fraud. These services will be provided by Cyberscout through Identity Force, a TransUnion company specializing in fraud assistance and remediation services.

To enroll in Credit Monitoring services at no charge, please log on to <https://secure.identityforce.com/benefit/hatcher> and follow the instructions provided. When prompted please provide the following unique code to receive services: <<code>>. In order for you to receive the monitoring services described above, you must enroll within 90 days from the date of this letter. The enrollment requires an internet connection and e-mail account and may not be available to minors under the age of 18 years of age. Please note that when signing up for monitoring services, you may be asked to verify personal information for your own protection to confirm your identity.

**FOR MORE INFORMATION:**

Hatcher's customers and their personal information is important to us. Should you have any questions, you can contact us at (866) 890-9211, and one of our representatives will be happy to assist you. Thank you for your understanding and patience.

Sincerely,

A handwritten signature in cursive script that reads "Greg Hatcher".

Greg Hatcher, CEO  
The Hatcher Agency  
310 Louisiana Street  
Little Rock, AR 72201

## ADDITIONAL STEPS YOU CAN TAKE

**Remain vigilant** – Review your account statements and free credit reports.

- You should confirm that your credit card company has the correct address on file for you and that all charges on the account are legitimate. If you discover errors or suspicious activity, you should immediately contact the credit card company and inform them that you have received this letter.
- You should obtain and review a free copy of your credit report by visiting [www.annualcreditreport.com](http://www.annualcreditreport.com) or calling 1-877-322-8228. If the report is incorrect, you should contact the appropriate consumer reporting agency—Equifax, Experian, or TransUnion.

**Consider placing a fraud alert or security freeze on your credit file** – Consumer reporting agencies have tools you can use to protect your credit, including fraud alerts and security freezes.

- A fraud alert is a cautionary flag you can place on your credit file to notify companies extending you credit that they should take special precautions to verify your identity. You can contact any of the three consumer reporting agencies to place fraud alerts with each agency.
- A security freeze is a more dramatic step that will prevent others from accessing your credit report, which will prevent them from extending you credit. You must contact each consumer reporting agency separately to order a security freeze, and they may require you to provide them with your full name, Social Security number, date of birth, and current and previous addresses. You can obtain more information about security freezes by contacting the consumer reporting agencies or the Federal Trade Commission.

**Report suspicious activity** – If you believe you are the victim of identity theft, consider notifying your Attorney General, local law enforcement, or the Federal Trade Commission. You can also file a police report concerning the suspicious activity and request a copy of that report.

**Contact relevant authorities** – You may contact the below resources to (1) get more information on fraud alerts or security freezes and (2) learn more about protecting yourself from fraud or identity theft.

**Federal Trade Commission**

600 Pennsylvania Ave. NW  
Washington, DC 20580  
(202) 326-2222  
[www.ftc.gov](http://www.ftc.gov)

**Equifax**

P.O. Box 740241  
Atlanta, GA 30374  
(800) 685-1111  
[www.equifax.com](http://www.equifax.com)

**Experian**

P.O. Box 9701  
Allen, TX 75013  
(888) 397-3742  
[www.experian.com](http://www.experian.com)

**TransUnion**

P.O. Box 2000  
Chester, PA 19016  
(888) 909-8872  
[www.transunion.com](http://www.transunion.com)

**Maryland**

**Attorney General**

200 St. Paul Place, 25th Floor  
Baltimore, MD 21202  
(888) 743-0023  
[www.marylandattorneygeneral.gov](http://www.marylandattorneygeneral.gov)

**New York**

**Attorney General**

The Capitol  
Albany, NY 1224  
(800) 771-7755  
[www.ag.ny.gov](http://www.ag.ny.gov)

**North Carolina**

**Attorney General**

9001 Mail Service Center  
Raleigh, NC 27699  
(919) 716-6400  
[www.ncdoj.gov](http://www.ncdoj.gov)

**Washington, DC**

**Attorney General**

400 6th St. NW  
Washington, DC 20001  
(202) 727-3400  
[www.oag.dc.gov](http://www.oag.dc.gov)

You can also find your Attorney General's contact information at: <https://www.usa.gov/state-attorney-general>.

