



29958

[first name] [last name]
[address]
[city], [state] [zip code]

[date]

Dear [first name] [last name]:

Preservation of Affordable Housing, Inc. (“POAH”) writes to notify you of a recent incident that may impact the privacy of certain information provided to us. We take this incident very seriously and are providing you information about steps you can take to protect your information. The type of information potentially impacted included your name and [data elements].

In response to this incident, we reviewed our policies related to data protection. Additionally, although we have no evidence of actual or attempted review or misuse of your information as a result of this incident, we are providing you access to 24 months of credit monitoring and identity protection services at no cost to you. Instructions about how to enroll in these free services and additional resources available to you are included in the enclosed *Steps You Can Take to Protect Your Information*.

We understand you may have questions about this incident. You may contact at [phone number] or write to us at 2 Oliver Street, Suite 500, Boston, MA 02109. We sincerely regret any concern this incident may cause you. The privacy and security of information is important to us, and we will continue to take steps to protect information in our care.

Sincerely,

Brad Blake, Vice President, Information Technology
Preservation of Affordable Housing

STEPS YOU CAN TAKE TO PROTECT YOUR INFORMATION

Enroll in Credit Monitoring / Identity Protection

To enroll in the provided services, please go to <https://app.idx.us/account-creation/protect> and follow the instructions for enrollment using the Enrollment Code: **[enrollment code]**

You may also enroll by phone using the following number: (800) 939-4170. You may enroll using this code any time before **February 1, 2024**.

Monitor Your Accounts

We encourage you to remain vigilant against incidents of identity theft and fraud by reviewing your credit reports/account statements for suspicious activity and to detect errors. Under U.S. law, you are entitled to one free credit report annually from each of the three major credit reporting bureaus, TransUnion, Experian, and Equifax. To order your free credit report, visit www.annualcreditreport.com or call 1-877-322-8228. Once you receive your credit report, review it for discrepancies and identify any accounts you did not open or inquiries from creditors that you did not authorize. If you have questions or notice incorrect information, contact the credit reporting bureau.

You have the right to place an initial or extended fraud alert on a credit file at no cost. An initial fraud alert is a one-year alert that is placed on a consumer's credit file. Upon seeing a fraud alert, a business is required to take steps to verify the consumer's identity before extending new credit. If you are a victim of identity theft, you are entitled to an extended fraud alert lasting seven years. Should you wish to place a fraud alert, please contact any of the three credit reporting bureaus listed below.

As an alternative to a fraud alert, you have the right to place a credit freeze on a credit report, which will prohibit a credit bureau from releasing information in the credit report without your express authorization. The credit freeze is designed to prevent credit, loans, and services from being approved in your name without your consent. However, you should be aware that using a credit freeze may delay, interfere with, or prohibit the timely approval of any subsequent request or application you make regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, you cannot be charged to place or lift a credit freeze on your credit report. To request a credit freeze, you will need to provide the following information:

1. Full name (including middle initial as well as Jr., Sr., III, etc.);
2. Social Security number;
3. Date of birth;
4. Address for the prior two to five years;
5. Proof of current address, such as a current utility or telephone bill;
6. A legible photocopy of a government-issued identification card (e.g., state driver's license or identification card); and
7. A copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft, if you are a victim of identity theft.

Should you wish to place a fraud alert or credit freeze, please contact the three major credit reporting bureaus listed below:

| | | |
|--|--|---|
| <p>TransUnion 1-800-680-7289 www.transunion.com</p> | <p>Experian 1-888-397-3742 www.experian.com</p> | <p>Equifax 1-888-298-0045 www.equifax.com</p> |
| <p>TransUnion Fraud Alert P.O. Box 2000 Chester, PA 19016-2000</p> | <p>Experian Fraud Alert P.O. Box 9554 Allen, TX 75013</p> | <p>Equifax Fraud Alert P.O. Box 105069 Atlanta, GA 30348-5069</p> |
| <p>TransUnion Credit Freeze P.O. Box 160 Woodlyn, PA 19094</p> | <p>Experian Credit Freeze P.O. Box 9554 Allen, TX 75013</p> | <p>Equifax Credit Freeze P.O. Box 105788 Atlanta, GA 30348-5788</p> |

Additional Information

You can further educate yourself regarding identity theft, fraud alerts, credit freezes, and the steps you can take to protect your personal information by contacting the credit reporting bureaus, the Federal Trade Commission (FTC), or your state Attorney General. The FTC also encourages those who discover that their information has been misused to file a complaint with them. The FTC may be reached at 600 Pennsylvania Ave. NW, Washington, D.C. 20580; www.identitytheft.gov; 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261.

You have the right to file a police report if you ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, you will likely need to provide some proof that you have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement, your state Attorney General, and the FTC. This notice has not been delayed by law enforcement.