



PATHWAYS
for *Change*
ending the silence...
ending sexual violence

24-hr HOTLINE:
800-870-5905

Deaf/Hard of Hearing
24-hr VIDEO HOTLINE:
508-502-7681

Worcester Office

588 Main Street
Worcester, MA 01608
Ph: 508.852.7600
Fax: 508.852.7870

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275 Nichols Road
Fitchburg, MA 01420
Ph: 978.343.5683



Pathways for Change, Inc.
is certified by the
Massachusetts State
Diversity Office



August 1, 2023

Dear *Name*:

Pathways for Change, Inc. is writing to inform you of a data security event that may have involved some of your information. We are providing information about the event, our response, and steps to better protect yourself against the possibility of identity theft and fraud, should you find it necessary to do so.

What happened? On May 8, 2023 Pathways was alerted to suspicious activity potentially involving data compromise. We initiated our incident response protocols and immediately launched an investigation with third party forensics specialists to determine the nature of the activity and the scope of the potentially impacted data.

The investigation, while still ongoing, determined that an unknown party gained access to certain Pathways' systems and on May 8, 2023 deleted all data on the involved systems. While our investigation has suggested that this unknown party did not have access to the data long enough to have obtained a copy before activating the delete command, we can not know that for certain. Confidential data for approximately 120 current and former employees may have been impacted.

What Information Was Involved? We determined the impacted information may include, but not be limited to: full name, date of birth, telephone number, social security number and home address.

What Are We Doing? We take this incident, and the security of information held on our systems, very seriously. Upon discovery that this incident may have involved a breach, we immediately launched an investigation to confirm the nature of the activity and the scope of the potentially impacted data and have notified law enforcement. We are still in the process of rebuilding certain systems of our network. In order to increase the security of our data going forward, we have contracted with Microsoft to host our email and file servers. While this will increase the safeguards in place to protect our data, we will be regularly reviewing and enhancing these protections as part of our ongoing commitment to data security. We are also offering you free identity monitoring services for twenty-four (24) months.

What You Can Do. We encourage you to remain vigilant against incidents of identity theft and fraud by reviewing your account statements and monitoring your credit reports for suspicious activity of errors. You may also review the information in the attached "Steps You Can Take To Help Protect Your Information". There you will find more

www.PathwaysForChange.Help

Follow us on social media: @Pathways4Change

information on the identity monitoring services we are making available to you. While Pathways will cover the costs of these services, you will need to complete the activation process **by October 31, 2023**. Activation instructions are included with this letter.

For More Information: If you have additional questions, please contact your supervisor or Neil P. Kennedy, COO/CFO at nkennedy@pathwaysforchange.help.

We apologize for the inconvenience or concern that this event may cause.

Sincerely,

Kim L. Dawkins, CEO

STEPS YOU CAN TAKE TO HELP PROTECT YOUR INFORMATION

ACTIVATE IDENTITY MONITORING

To help relieve concerns and restore confidence following this incident, we have secured the services of Pango Group, a subsidiary of Aura, to provide identity monitoring at no cost to you for twenty-four (24) months. Pango Group is a global leader in risk mitigation and response and their team has extensive experience helping people who have sustained an unintentional exposure of confidential data.

COMPLIMENTARY SERVICE OFFER: At our expense, Pathways is offering you a free two-year subscription to Identity Defense Total, a credit monitoring and identity theft protection service. Identity Defense Total provides essential monitoring and protection of not only credit data, but also monitors the Dark Web and alerts you if your Social Security number, credit cards, and bank account numbers are found in unsecure online locations.

Identity Defense Total features include:

- Dark Web Monitoring
- High Risk Transaction Monitoring
- Customer Support & Victim Assistance
- 3-Bureau Credit Monitoring
- \$1 Million Identity Theft Insurance*
- Monthly Credit Score
- Identity & Authentication Alerts
- Security Freeze Capability

ENROLLMENT PROCEDURE: To activate this coverage please visit the Web site listed below and enter the activation code. The activation code is required for enrollment and can only be used one time by the individual addressed.

Web Site: www.

Activation Code: XXXXXXXXXXXXXXX

If you wish to take advantage of this monitoring service, you must enroll by **October 31, 2023.**

In order to enroll, you will need to provide the following personal information:

- Mailing Address
- Phone Number
- Social Security Number
- Date of Birth
- E-mail Address
- Activation Code

This service is complimentary; no method of payment will be collected during enrollment and there is no need to cancel. We apologize for any inconvenience and urge you to enroll today. If

you have any further questions regarding this incident, please call Pathways at (508) 852-7600 Monday through Friday, 9AM to 5PM and ask for Neil P. Kennedy.

Monitor Your Accounts

Under U.S. law, a consumer is entitled to one free credit report annually from each of the three major credit reporting bureaus; Equifax, Experian and TransUnion. To order a free credit report, visit www.annualcreditreport.com or call toll-free 1-877-322-8228. Consumers may also directly contact the three major credit bureaus listed below to request a free copy of their credit report. When you receive your credit reports, review them carefully. Look to see whether there are any accounts that you did not open, unexplained debts, or other actions that you didn't take.

Place a fraud alert on your credit file

Consumers have the right to place an initial or extended “fraud alert” on a credit file at no cost. An initial fraud alert is a 1-year alert that is placed on a consumer’s credit file. Upon seeing a fraud alert display on a consumer’s credit file, a business is required to take steps to verify the consumer’s identity before extending new credit. If consumers are the victim of identity theft and have submitted a report to the police, they are entitled to an extended fraud alert, which is a fraud alert lasting seven years. Fraud alerts can help you protect yourself from identity thieves. Place a fraud alert on your credit file by contacting the fraud department of one of the major credit bureau:

Equifax: 1-800-525-6285 or [Place a Fraud Alert or Active Duty Alert | Equifax®](#)
Equifax Fraud Alert, P.O. Box 105069, Atlanta, GA 30348-5069

Experian: 1-888-397-3742 or [Fraud Alert Center at Experian](#)
Experian Fraud Alert, P.O. Box 9554, Allen, TX 75013

Transunion: 1-800-680-7289 or [Fraud Alerts | Place a Fraud Alert | TransUnion | TransUnion](#)
TransUnion Fraud Alert, P.O. Box 2000, Chester, PA 19016

Freeze your credit

As an alternative to a fraud alert, consumers 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 the consumer’s express authorization. The credit freeze is designed to credit, loans and services to be approved in a consumer’s name without consent. However, consumers should be aware that using a credit freeze to take control over who gets access to the personal and financial information in their credit report may delay, interfere with or prohibit the timely approval of any subsequent request or application that they make regarding a new loan, credit, mortgage or apartment rental, switching or starting a new utility service or phone line, including a cell phone or any other account or service involving the extension of credit. Pursuant to federal law, consumers cannot be charged to place or lift a credit freeze on their credit report.

“Credit locks” are not the same as a credit freeze. “Credit locks” vary by credit reporting agency but are generally a private service that you may have to pay a recurring fee to use, or that may be combined with other services, like various paid credit monitoring services. You should read the

terms of any service carefully before you sign up. Make sure you understand any charges, which may go up after a free or discounted trial period, and which often renew automatically.

How to place a credit freeze

To place a credit 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 credit freeze through each of the consumer reporting agencies' websites or over the phone, using the contact information below:

Equifax Information Services LLC

P.O. Box 105788

Atlanta, GA 30348-5788

1-888-298-0045

<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 credit freeze, expect to provide some or all of the following information to the credit reporting agency, depending on whether you request the freeze online, by phone, or by mail:

- Your full name (including middle initial as well as Jr., Sr., II, III, etc.)
- Social Security number
- Date of birth
- Addresses where you have lived over the prior five years
- Proof of current address, such as a current utility bill, telephone bill, rental agreement, or deed
- A legible photocopy of a government issued identification card (state driver's license or ID card, military identification, etc.)

- Social Security card, pay stub, or W2
- If you are a victim of identity theft, a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft.

You may also request a credit freeze for a minor child or a dependent, even if they do not have a credit report. Information on how to do so is available from the above credit reporting agencies.

The credit agencies must send written confirmation of the credit freeze to you and should provide you with a personal identification number or password that you will use to temporarily lift or remove a credit freeze. It is important you remember this number or password or put it in a safe place because you may have to give it to the agency if you want to lift the credit freeze.

Police Report

Under Massachusetts law, consumers have a right to obtain a police report in regards to this event. If a consumer is the victim of identity theft, the consumer also has the right to file a police report and obtain a copy of it.

Should you wish to request a copy of the police report regarding this event, we encourage you to submit your requests online through their Public Records Portal. It is #63432.

[Police Reports | City of Worcester, MA \(worcesterma.gov\)](http://worcesterma.gov)