



30572

Chestnut Hill Realty

EXECUTIVE OFFICES

[INDIVIDUAL NAME]
[STREET ADDRESS]
[CITY, STATE & POSTAL CODE]

[DATE]

Dear [INDIVIDUAL NAME],

Chestnut Hill Realty is writing to notify you of a breach of security and unauthorized acquisition potentially impacting your personal information occurred between July 14, 2023 and July 20, 2023.

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.

Arrangements have been made with Norton LifeLock to provide you with credit monitoring services for no less than 18 months, at no cost to you.

Please be advised that Norton LifeLock credit monitoring services will not commence until the first day of the calendar month following the date on which you enroll.

To take advantage of this offer, you must enroll by November 30, 2023.

Enrollment requires an internet connection and an e-mail account. Please note that when signing up for credit monitoring services, you may be asked to verify personal information for your own protection to confirm your identity.

Visit <http://CHRFormer.excelsiorenroll.com> to enroll and follow the instructions attached to this notice.

You may also 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;
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, depending 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.

Further steps to protect yourself from identity theft or other fraud include, but are not limited to: placing fraud alerts on your credit file; reviewing your credit reports for unexplained activity; and reviewing credit card or other financial accounts for any suspicious and/or unauthorized activity.

If you should have any further questions, please contact us by phone at 617-469-6539 or via email at HR@chestnuthillrealty.com.

Sincerely,



Carl Andersen
Chief Financial Officer

Attachment: Norton LifeLock Enrollment Instructions

Norton LifeLock Enrollment Instructions

How can Norton help protect your digital life?



Identity Theft Protection'

We monitor† for fraudulent use of your Social Security Number, name, address and date of birth in applications for credit and services. You will get alerts when a potential threat is detected. And it's backed by world-class service. Our dedicated specialists will work with you to resolve Identity theft issues.



Norton Device Security

Protects your personal devices against existing and emerging malware threats, including ransomware and helps protect private and financial information when you go online.



Parental Control¹⁵

Helps your kids explore the Web more safely by keeping you informed of which sites they are visiting, and helping block harmful or inappropriate sites.



Online Privacy

Online privacy is becoming harder to protect. That's why we have Secure VPN to protect devices on vulnerable connections and help keep online activity and browsing history private.



Go to <http://CHRFormer.excelsiorenroll.com> and click on the “ENROLL NOW” button.

NortonLifeLock[™] Chestnut Hill Realty Corp REVIEW BENEFITS WATCH VIDEO RESOURCE CENTER

An essential part of your digital health and well being.

Norton LifeLock Benefit Plans include protection for your digital life - **helping protect your identity, online privacy, and personal devices.**

ENROLL NOW

Fill in your information and follow the instructions to complete the enrollment. On the first of next month, you will receive an email to activate your account. You will then be able to review your account and activate your plan features and access your member dashboard. For Benefits Member Support call 800-607-9174 and dedicated agents will be able to answer questions Monday through Friday, from 9am to 7pm EST.