

AlohaCare  
c/o Cyberscout  
PO Box 1286  
Dearborn, MI 48120-9998

 **ALOHACARE**  
AlohaCare  
1357 Kapi'olani Boulevard  
Suite G101  
Honolulu, Hawaii 96814



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To Enroll, please go to  
<https://secure.identityforce.com/benefit/alohacare>  
Enrollment Code:  




November 3, 2023

Subject: Notice of Data Security Incident

Dear :

We are writing to inform you about a data security incident that may have involved your personal information. We take the privacy and security of the personal information in our care very seriously and that is why we are notifying you about the incident, offering you credit monitoring and identity monitoring services, and informing you about steps you can take to help protect your personal information.

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.

Massachusetts law also allows consumers to place a security freeze on their credit reports. A security freeze prohibits a consumer 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.

To place a security freeze on your credit report, you must send a written request to each of the three major consumer reporting agencies:

Equifax Security Freeze: P.O. Box 105788, Atlanta, GA 30348, 1-800-685-1111, [www.equifax.com](http://www.equifax.com)  
Experian Security Freeze: P.O. Box 9701, Allen, TX 75013, 1-888-397-3742, [www.experian.com/freeze/center.html](http://www.experian.com/freeze/center.html)  
TransUnion Security Freeze: P.O. Box 2000, Chester, PA, 19016, 1-888-909-8872, [freeze.transunion.com](http://freeze.transunion.com)

In order to request a security freeze, you will need to provide the following information:

1. Full name and any suffixes;
2. Social Security Number;
3. Date of birth;
4. If you have moved in the past five years, provide the addresses where you have lived over the prior five years;
5. Proof of current address such as a current utility bill or telephone bill;
6. A legible photocopy of a government issued identification card (state driver's license or ID card, military identification, etc.);
7. 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;

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The consumer reporting agencies have three (3) business days after receiving your request to place a security freeze on your credit report. 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.

To lift the security freeze in order to allow a specific entity or individual access to your credit report, you must call or send a request to the consumer reporting agencies and include proper identification (name, address, and Social Security Number) and the PIN 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 or the specific period of time you want the credit report available. The consumer reporting agencies have three (3) business days 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 send a request to each of the three consumer reporting agencies and include proper identification (name, address, and Social Security Number) and the PIN or password provided to you when you placed the security freeze. The consumer reporting agencies have three (3) business days after receiving your request to remove the security freeze. No fee is required to any of the consumer reporting agencies to place, lift or remove a security freeze.

In order to determine whether any unauthorized credit was obtained with your information, you may obtain a copy of your credit report at [www.annualcreditreport.com](http://www.annualcreditreport.com) or 1-877-322-8228. You may also request information on how to place a fraud alert by contacting any of the above consumer reporting agencies. A fraud alert is intended to alert you if someone attempts to obtain credit in your name without your consent. It is recommended that you remain vigilant for any incidents of fraud or identity theft by reviewing credit card account statements and your credit report for unauthorized activity. You may also contact the Federal Trade Commission (FTC) to learn more about how to prevent identity theft:

FTC, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, D.C. 20580,  
[www.ftc.gov/bcp/edu/microsites/idtheft/](http://www.ftc.gov/bcp/edu/microsites/idtheft/), 1-877-IDTHEFT (438-4338).

Additionally, AlohaCare is providing you with information about steps that you can take to help protect your personal information and is offering you **Single Bureau Credit Monitoring/Single Bureau Credit Report/Single Bureau Credit Score** services at no charge. These services provide you with alerts for twenty-four (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. Finally, we are providing you with proactive fraud assistance to help with any questions that you might have or in 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 the complimentary credit monitoring and identity protection services provided through TransUnion please log on to <https://secure.identityforce.com/benefit/alohacare>. Follow the instructions provided. Use the following unique code to receive services: **FR8T9C494X**. Please note the deadline to enroll in these complimentary services is 90 days from the date of this letter. When enrolling, you will need to reference the enrollment code in this letter, so please do not discard this letter.

AlohaCare encourages you to call 1-833-415-2510 if you have any questions or need guidance with enrolling in the free identity protection services. Call center representatives are available from 8:00 A.M. ET to 8:00 P.M. ET, Monday through Friday, excluding holidays. Representatives are fully versed on the incident and can answer questions or respond to concerns you may have regarding the protection of your personal information.

Please accept our sincere apologies and know that we deeply regret any worry or inconvenience that this may cause you.

Sincerely,

AlohaCare

## SPECIAL MESSAGE FROM ALOHACARE

AlohaCare complies with applicable Federal civil rights laws and does not discriminate, exclude people, or treat people differently because of:

- Race
- National Origin
- Disability
- Color
- Age
- Sex

AlohaCare provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

AlohaCare provides free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, contact AlohaCare at 808-973-0712.

If you believe that AlohaCare has failed to provide these services or discriminated in another way, you can file a grievance with:

AlohaCare  
Attn: Grievance and Appeals Division  
1357 Kapiʻolani Blvd., Ste. G101  
Honolulu, HI 96814

Phone: 808-973-0712  
Toll-free: 1-877-973-0712  
TTY/TDD: 1-877-447-5990  
Fax: 808-973-2140  
Online: AlohaCare.org

You can file a grievance in person or by mail, fax, phone, or online. If you need help filing a grievance, AlohaCare staff is available to help you.

You can also file a grievance with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services  
200 Independence Avenue, SW  
Room 509F, HHH Building  
Washington, D.C. 20201  
1-800-368-1019, 800-537-7697 (TDD)  
Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.



(English) Do you need help in another language? We will get you a free interpreter. Call 1-808-973-0712 to tell us which language you speak. (TTY: 1-877-447-5990).

(Cantonese) 您需要其它語言嗎？如有需要，請致電1-808-973-0712，我們會提供免費翻譯服務 (TTY: 1-877-447-5990).

(Chuukese) En mi niit alilis lon pwal eu kapas? Sipwe angei emon chon chiaku ngonuk ese kamo. Kokori 1-808-973-0712 omw kopwe ureni kich meni kapas ka ani. (TTY: 1-877-447-5990).

(French) Avez-vous besoin d'aide dans une autre langue? Nous pouvons vous fournir gratuitement des services d'un interprète. Appelez le 1-808-973-0712 pour nous indiquer quelle langue vous parlez. (TTY: TTY: 1-877-447-5990).

(German) Brauchen Sie Hilfe in einer anderen Sprache? Wir koennen Ihnen gern einen kostenlosen Dolmetscher besorgen. Bitte rufen Sie uns an unter 1-808-973-0712 und sagen Sie uns Bescheid, welche Sprache Sie sprechen. (TTY: 1-877-447-5990).

(Hawaiian) Makemake `oe i kokua i pili kekahi `olelo o na `aina `e? Makemake la maua i ki`i `oe mea unuhi manuahi. E kelepona 1-808-973-0712 `oe ia la kaua a e ha`ina `oe ia la maua mea `olelo o na `aina `e. (TTY: 1-877-447-5990).

(Ilocano) Masapulyo kadi ti tulong iti sabali a pagsasao? Ikkandakayo iti libre nga paraipatarus. Awaganyo ti 1-808-973-0712 tapno ibagayo kadakami no ania ti pagsasao nga ar-aramatenyo. (TTY: 1-877-447-5990).

(Japanese) 貴方は、他の言語に、助けを必要としていますか？私たちは、貴方のために、無料で通訳を用意できます。電話番号の、1-808-973-0712に、電話して、私たちに貴方の話されている言語を申し出てください。(TTY: 1-877-447-5990).

(Korean) 다른언어로 도움이 필요하십니까? 저희가 무료로 통역을 제공합니다. 1-808-973-0712로 전화해서 사용하는 언어를 알려주십시오 (TTY: 1-877-447-5990).

(Mandarin) 您需要其它语言吗？如有需要，请致电1-808-973-0712，我们会提供免费翻译服务 (TTY: 1-877-447-5990).

(Marshallese) Kwoj aikuij ke jiban kin juon bar kajin? Kim naj lewaj juon am dri ukok eo ejjelok wonen. Kirtok 1-808-973-0712 im kwalok non kim kajin ta eo kwo melele im kenono kake. (TTY: 1-877-447-5990).

(Samoan) E te mana'o mia se fesosoani i se isi gagana? Matou te fesosoani e ave atu fua se faaliliu upu mo oe. Vili mai i le numera lea 1-808-973-0712 pea e mana'o mia se fesosoani mo se faaliliu upu. (TTY: 1-877-447-5990).

(Spanish) ¿Necesita ayuda en otro idioma? Nosotros le ayudaremos a conseguir un intérprete gratuito. Llame al 1-808-973-0712 y díganos que idioma habla. (TTY: 1-877-447-5990).

(Tagalog) Kailangan ba ninyo ng tulong sa ibang lengguwahe? Ikukuha namin kayo ng libreng tagasalin. Tumawag sa 1-808-973-0712 para sabihin kung anong lengguwahe ang nais ninyong gamitin. (TTY: 1-877-447-5990).

(Tongan) 'Oku ke fiema'u tokoni 'iha lea makehe? Te mau malava 'o 'oatu ha fakatonulea ta'etotongi. Telefoni ki he 1-808-973-0712 'o fakaha mai pe koe ha 'ae lea fakafonua 'oku ke ngaue'aki. (TTY: 1-877-447-5990).

(Vietnamese) Bạn có cần giúp đỡ bằng ngôn ngữ khác không ? Chúng tôi sẽ yêu cầu một người thông dịch viên miễn phí cho bạn. Gọi 1-808-973-0712 nói cho chúng tôi biết bạn dùng ngôn ngữ nào. (TTY: 1-877-447-5990).

(Visayan) Gakinahanglan ka ba ug tabang sa imong pinulongan? Amo kang mahatagan ug libre nga maghuhubad. Tawag sa 1-808-973-0712 aron magpahibalo kung unsa ang imong sinulti-han. (TTY: 1-877-447-5990).

