

November 15, 2023

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Please read this letter in its entirety.

We recently became aware of a data breach that affected the Brockton Redevelopment Authority (BRA). We discovered this situation on Oct. 27 and took immediate steps to report the incident to law enforcement. Some of the data stored in the portal that experienced the breach may have contained personal data belonging to you. This data may have included personally identifiable information (PII) with some combination of your name, address, social security number and/or date of birth.

While we have no evidence that any of your personal information was compromised or misused in any manner, we are taking appropriate precautionary measures to ensure your financial security and help alleviate concerns you may have.

What is the BRA doing to address this situation?

The BRA has made immediate enhancements to our systems, security and practices. Additionally, we have engaged our IT vendor to assist us in conducting a full review of our security practices and systems to ensure that enhanced security protocols are in place going forward. We are committed to helping those people who may have been impacted by this unfortunate situation.

In response to the incident, we are providing you with access to **Credit Monitoring/Credit Reporting/Credit Score Tracking** services at no charge. These services provide you with alerts for 18 months from the date of enrollment. This notification is sent to you the same day that the change or update takes place with the bureau. These services will be provided by Cyberscout through Identity Force, a TransUnion company specializing in fraud assistance and remediation services.

How do I enroll for the free services?

To enroll in Credit Monitoring services at no charge, please log on to <https://secure.identityforce.com/benefit/brockton> and follow the instructions provided. When prompted please provide the following unique code to receive services:
MZPQT3Q6XK

In order for you to receive the monitoring services described above, you must enroll within 90 days from the date of this letter. Enrollment requires an internet connection and e-mail account and may not be available to minors under the age of 18 years. 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.

What can I do on my own to address this situation?

If you choose not to use these services, we strongly urge you to do the following:

If you choose to place a fraud alert on your own, you will need to contact one of the three major credit agencies directly at:

Experian (1-888-397-3742)
P.O. Box 4500
Allen, TX 75013

Equifax (1-800-525-6285)
P.O. Box 740241
Atlanta, GA 30374

TransUnion (1-800-680-7289)
P.O. Box 2000
Chester, PA 19016

www.experian.com

www.equifax.com

www.transunion.com

Also, should you wish to obtain a credit report and monitor it on your own:

- **IMMEDIATELY** obtain free copies of your credit report and monitor them upon receipt for any suspicious activity. You can obtain your free copies by going to the following website: annualcreditreport.com or by calling them toll-free at 1-877-322-8228. (Hearing impaired consumers can access their TDD service at 1-877-730-4204.)
- **Upon receipt of your credit report**, we recommend that you review it carefully for any suspicious activity.
- Be sure to promptly report any suspicious activity to the BRA

You can also obtain more information from the Federal Trade Commission (FTC) about identity theft and ways to protect yourself. The FTC has an identity theft hotline: 877-438-4338; TTY: 1-866-653-4261. They also provide information online at ftc.gov/idtheft.

What if I want to speak with the BRA regarding this incident?

You may still feel the need to speak with the BRA regarding this incident. If so, please call Jennifer F. at (508) 586-3887, Extension 4, from (9am-11am or 3pm-4:30pm) Eastern Time, Monday through Friday.

At the BRA, we take our responsibility to protect your personal information very seriously. We are deeply disturbed by this situation and apologize for any inconvenience.

Sincerely,

Nathalie Jean

Nathalie Jean
Executive Director