

November 21, 2023



Dear [REDACTED],

We at Ascent Technology, Inc. are writing to inform you of a recent security incident that we experienced that may have exposed your personal information. This notice is sent pursuant to M.G.L., Chapter 93H, sec. 3.

### **What Happened**

In late-July 2023, we learned of a cyberattack against our systems. We immediately engaged an outside cybersecurity consultant to investigate the cause and scope of this security incident. After a thorough forensics investigation, which ended on September 20, 2023, Ascent learned that the attacker gained access to Ascent's systems beginning on or around July 2, 2023 and was active on Ascent's systems until around July 30, 2023.

Now that the investigation has concluded, Ascent has determined that the security incident likely exposed your personal information, including but not limited to your **full name, social security number, driver's license number or state-issued identification card number, financial account number, other identification cards, health insurance card number, and general contact information (such as your email address and physical address)**.

### **What Are We Doing**

First, we take the protection of your personal information seriously and are contacting you directly to explain what occurred and the resources available to you.

Second, Ascent has taken steps to fully understand the scope of the security incident. Ascent has begun identifying ways in which it can further secure its systems to mitigate future threats.

### **What Can You Do**

Ascent is offering 24 months of complimentary identity monitoring services through Experian. To take advantage of these free services, please follow the instructions in [Attachment 1](#).

In addition to using these services, we urge you to remain vigilant to guard against the risk of fraud and identity theft by reviewing your financial account statements, contacting your financial institutions should you discover anything suspicious, and monitoring your free credit reports.

In the event you do not chose to take advance of these free services through Experian, you may choose to protect yourself with automatic credit monitoring by placing a fraud alert on your credit files.

- A fraud alert alerts any entity requesting your credit report that you suspect you were a victim of fraud. When you or someone else attempts to open a credit account in your name, the lender should take measures to verify that you have authorized the request.
- To place a fraud alert on your credit reports, contact one of the three major credit reporting agencies at the appropriate number listed below or via their website.

Equifax (888)766-0008 or [www.fraudalert.equifax.com](http://www.fraudalert.equifax.com)

Experian (888) 397-3742 or [www.experian.com](http://www.experian.com)

TransUnion (800) 680-7289 or [www.transunion.com](http://www.transunion.com)

You may also considering placing a Security Freeze on your credit report. The instructions for placing a Security Freeze on your credit report are included in Attachment 2.

Finally, if you believe you have suffered identity theft or would like to obtain a statement about preventing identity theft, please contact the Federal Trade Commission at 1-877-FTC-HELP (1-877-382-4357), through the website [www.identitytheft.gov](http://www.identitytheft.gov), or at the mailing address 600 Pennsylvania Ave., NW, Washington, DC, 20580.

#### **For More Information.**

If you have any further questions regarding this incident or would like to speak to anyone for further assistance, please contact me at [REDACTED].

Sincerely,



Karen A. Prendergast  
President, Co-Founder  
Ascent Technology, Inc.

## Attachment 1

To help protect your identity, we are offering complimentary access to Experian IdentityWorks<sup>SM</sup> for 24 months.

If you believe there was fraudulent use of your information as a result of this incident and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent. If, after discussing your situation with an agent, it is determined that identity restoration support is needed then an Experian Identity Restoration agent is available to work with you to investigate and resolve each incident of fraud that occurred from the date of the incident (including, as appropriate, helping you with contacting credit grantors to dispute charges and close accounts; assisting you in placing a freeze on your credit file with the three major credit bureaus; and assisting you with contacting government agencies to help restore your identity to its proper condition).

Please note that Identity Restoration is available to you for 24 months from the date of this letter and does not require any action on your part at this time. The Terms and Conditions for this offer are located at [www.ExperianIDWorks.com/restoration](http://www.ExperianIDWorks.com/restoration).

While identity restoration assistance is immediately available to you, we also encourage you to activate the fraud detection tools available through Experian IdentityWorks as a complimentary 24-month membership. This product provides you with superior identity detection and resolution of identity theft. To start monitoring your personal information, please follow the steps below:

- Ensure that you **enroll** by 02/2024 (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll:  
<https://www.experianidworks.com/credit>
- Provide your **activation code**: [REDACTED]

If you have questions about the product, need assistance with Identity Restoration that arose as a result of this incident or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at 1-877-890-9332 by 02/2024. Be prepared to provide engagement number [REDACTED] as proof of eligibility for the Identity Restoration services by Experian.

### **ADDITIONAL DETAILS REGARDING YOUR 24-MONTH EXPERIAN IDENTITYWORKS MEMBERSHIP**

A credit card is not required for enrollment in Experian IdentityWorks. You can contact Experian immediately regarding any fraud issues, and have access to the following features once you enroll in Experian IdentityWorks:

- **Experian credit report at signup:** See what information is associated with your credit file. Daily credit reports are available for online members only.\*
- **Credit Monitoring:** Actively monitors Experian file for indicators of fraud.

- **Identity Restoration:** Identity Restoration specialists are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARE™:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **\$1 Million Identity Theft Insurance\*\*:** Provides coverage for certain costs and unauthorized electronic fund transfers.

\* Offline members will be eligible to call for additional reports quarterly after enrolling.

\*\* The Identity Theft Insurance is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

## Attachment 2

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.

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 ([www.equifax.com](http://www.equifax.com)); Experian ([www.experian.com](http://www.experian.com)); and TransUnion ([www.transunion.com](http://www.transunion.com)) by regular, certified or overnight mail at the addresses below:

Equifax Security Freeze  
P.O. Box 105788  
Atlanta, GA 30348  
(800) 685-1111

Experian Security Freeze  
P.O. Box 9554  
Allen, TX 75013  
(888) 397-3742

Trans Union Security Freeze  
Fraud Victim Assistance Department  
P.O. Box 2000  
Chester, PA 19022-2000  
(888) 909-8872

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

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, 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;
8. If you are not a victim of identity theft, include payment by check, money order, or credit card (Visa, MasterCard, American Express or Discover only). Do not send cash through the mail.

If you have been a victim of identity theft, and you provide the credit reporting agency with a valid police report, it cannot charge you to place, lift or remove a security freeze. In all other cases, a credit reporting agency may charge you up to \$5.00 each to place, temporarily lift, or permanently remove a security freeze.

The credit 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 written request to the credit reporting agencies by mail and include proper identification (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 or the specific period of time you want the credit report available. The credit 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 written request to each of the three credit bureaus by mail and include 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 three (3) business days after receiving your request to remove the security freeze.