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December 2, 2021

Dear [REDACTED]:

We at Easterseals Delaware & Maryland's Eastern Shore ("Easterseals") take the privacy and security of information belonging to individuals associated with our organization seriously. As part of that commitment, we are writing to inform you of a recent data security incident that may have affected your personal information. Please read this letter carefully.

***What Happened?***

On June 15, 2021, we discovered that an Easterseals employee's email account was subject to fraudulent activity. We secured the email account and worked with computer forensics professionals to investigate the incident. Upon investigation, we confirmed unauthorized access to the email account subject to the fraudulent activity as well as other organization email accounts. Specifically, the investigation confirmed the unauthorized access occurred on sporadic occasions between April 25 and July 20, 2021. While our investigation could not confirm with certainty which emails in an account were accessed or acquired by the unauthorized person, if any, we learned it is possible that certain emails and/or attachments containing some of our participants' personal information could have been viewed during the period of compromise. Therefore, we commenced a review of the accounts in their entirety to determine the nature and scope of the data in them and are notifying potentially affected individuals out of an abundance of caution. We completed this review on November 16, 2021.

***What Information Was Involved?***

You are receiving this letter because one or more emails and/or attachments containing your personal information, including your [REDACTED], could have been viewed during the period of compromise. However, we reiterate that our investigation did not definitively confirm that this occurred, and we have no knowledge of any actual misuse of your information at this time. Nonetheless, we believe it is important to notify you about this potential compromise out of an abundance of caution.

***What We Are Doing***

We take this event and the security of personal information entrusted to us very seriously and have taken steps to help mitigate the potential for harm and prevent this from happening again. After discovering the incident, we reset account passwords and implemented multi-factor authentication for all Easterseals email accounts in order to enhance the existing protections on our email system. We also partnered with computer forensics professionals to thoroughly investigate the incident, notified potentially affected individuals about it, and continue to evaluate ways to strengthen our email security going forward.

## ***What You Can Do***

We encourage you to remain vigilant for incidents of fraud or misuse, from any source, by reviewing and monitoring your account statements, credit reports, and explanations of benefits (EOBs). We recommend you report errors or suspicious activity to your financial institution or issuing bank immediately. You also may file a report with law enforcement, your state attorney general, and/or the Federal Trade Commission. Please refer to the enclosed documentation which contains additional steps you may take to protect your information from misuse, should you find it appropriate to do so.

As an added precaution to help protect your identity, we are offering a complimentary 12-month membership of Experian's® IdentityWorks<sup>SM</sup>. This product provides you with superior identity detection and resolution of identity theft. To activate your membership and start monitoring your personal information please follow the steps below:

- Ensure that you **enroll by: February 28, 2022**
- **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, or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at 877.890.9332 by the enrollment deadline listed above. Be prepared to provide **engagement number: B022100** as proof of eligibility for the identity restoration services by Experian. Please also refer to the enclosed documents for additional information about what is included in the offered services.

## ***For More Information***

If you have any other questions or concerns, you may contact our dedicated incident response line at 833-978-2829, Monday through Friday, 9:00 am to 7:00 pm Eastern Time for further information and assistance. We are very sorry for any concern or inconvenience this incident has caused or may cause you, and we encourage you to take advantage of the resources we are offering you. Easterseals remains committed to safeguarding the information in our care.

Sincerely,

*Pamela Patone*

Pamela Patone  
VP of Finance/Chief Financial Officer  
Easterseals Delaware &  
Maryland Eastern Shore

## ADDITIONAL STEPS TO HELP PROTECT PERSONAL INFORMATION

**Review personal account statements and credit reports.** We recommend that you remain vigilant by reviewing personal account statements and monitoring credit reports to detect any errors or unauthorized activity. Under federal law, you also are entitled every 12 months to one free copy of your credit report from each of the three major credit reporting companies. To obtain a free annual credit report, go to [www.annualcreditreport.com](http://www.annualcreditreport.com) or call (877) 322-8228. You may wish to stagger your requests so that you receive a free report by one of the three credit bureaus every four months. If you discover any suspicious items, you should report any incorrect information on your report to the credit reporting agency. The names and contact information for the credit reporting agencies are:

Equifax  
1-888-298-0045  
P.O. Box 105069  
Atlanta, GA 30348  
[www.equifax.com](http://www.equifax.com)

Experian  
1-888-397-3742  
P.O. Box 9554  
Allen, TX 75013  
[www.experian.com](http://www.experian.com)

TransUnion  
1-800-680-7289  
P.O. Box 2000  
Chester, PA 19022  
[www.transunion.com](http://www.transunion.com)

**Report suspected fraud.** You have the right to file a police report if you ever experience identity fraud. Please note that in order to file a crime report or incident report with law enforcement for identity theft, you will likely need to provide some kind of proof that you have been a victim. A police report is often required to dispute fraudulent items. You should report suspected incidents of identity theft to local law enforcement, your state's Attorney General, and/or the Federal Trade Commission.

**Place a Fraud Alert.** Consumers have the right to place a fraud alert on their credit file at no cost. A fraud alert tells businesses that check your credit that they should check with you before opening a new account. Initial fraud alerts are for one year and identity theft victims can get an extended fraud alert for up to seven years. If you choose to place a fraud alert, we recommend you do this after activating your credit monitoring. To place a fraud alert, contact the nationwide consumer reporting agencies by phone or online using the above contact information. For more information about placing a fraud alert, please visit <https://www.consumer.ftc.gov/articles/0275-place-fraud-alert>.

**Place a Security Freeze.** Security freezes, also known as credit freezes, restrict access to your credit file, making it harder for identity thieves to open new accounts in your name. You can freeze and unfreeze your credit file for free. You also can get a free freeze for your children who are under 16. And if you are someone's guardian, conservator or have a valid power of attorney, you can get a free freeze for that person, too. To place a security freeze, contact the nationwide consumer reporting agencies by phone or online using the contact information above. If you request a freeze online or by phone, the agency must place the freeze within one business day. For more information, about placing a security freeze, please visit <https://www.consumer.ftc.gov/articles/0497-credit-freeze-faqs>.

**Change Online Account Credentials.** If the information involved in this incident included credentials used to access any of your online accounts, such as a username, password, PIN, or answer security question, you should promptly change your username, password, PIN, security question and answer, or other access credentials and take other appropriate steps to protect all online accounts for which you use the same credentials.

**Obtain additional information** about the steps you can take to avoid identity theft from the following entities:

- **Maryland Residents:** Office of the Attorney General of Maryland, Consumer Protection Division may be contacted at 200 St. Paul Place, 16<sup>th</sup> Flr., Baltimore, MD 21202, [www.oag.state.md.us/Consumer](http://www.oag.state.md.us/Consumer), and toll-free at (888) 743-0023 or (410) 528-8662.
- **District of Columbia Residents:** District of Columbia Attorney General may be contacted at 400 6<sup>th</sup> Street NW, Washington D.C. 20001, and (202) 727-3400.

- **North Carolina Residents:** Office of the Attorney General of North Carolina may be contacted at Consumer Protection Division, 9001 Mail Service Center, Raleigh, NC 27699-9001, <https://ncdoj.com>, and toll-free at (877) 566-7226 or (919) 716-6000.
- **All U.S. Residents:** The Identity Theft Clearinghouse, Federal Trade Commission may be contacted at 600 Pennsylvania Avenue, NW Washington, DC 20580, [www.consumer.ftc.gov](http://www.consumer.ftc.gov), and 1-877-IDTHEFT (438-4338).

### **ADDITIONAL DETAILS REGARDING YOUR 12 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 agents 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.
- **Up to \$1 Million Identity Theft Insurance\*\*:** Provides coverage for certain costs and unauthorized electronic fund transfers.

If you believe there was fraudulent use of your information and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent at 877.890.9332. 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 (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 this Identity Restoration support is available to you for 12 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). You will also find self-help tips and information about identity protection at this site.

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\* 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.