



YMCA OF GREATER HARTFORD

Return Mail Processing
PO Box 999
Suwanee, GA 30024

4 1 833 *****SINGLP

SAMPLE A. SAMPLE - Adult

APT ABC



123 ANY ST

ANYTOWN, US 12345-6789



September 26, 2023

Re: Notice of Data [Extra1]

Dear Sample A. Sample:

The YMCA of Greater Hartford takes the security and privacy of its current and former employees' information seriously. As part of that commitment, we are notifying you of a recent data security incident that could have affected your personal information. Please read this letter carefully.

What Happened

On August 8, 2023, we learned of suspicious activity involving one GHYMCA employee email account. We immediately shut down access to the account, reset the password, and commenced an investigation into the nature and scope of the incident. On or about August 30, 2023, we confirmed unauthorized access to the account from someone outside the organization between July 27, 2023, and August 8, 2023. We then conducted a thorough review of emails and attachments within the account for the presence of sensitive personal information. We completed the comprehensive review of the data and are now notifying those individuals potentially impacted.

What Information Was Involved

You are receiving this letter because we determined your [Extra2] were present within one or more files accessible within the email mailbox. We note that we have no indication that any of your information was misused, but we are notifying you so that you may take advantage of the resources we are offering you, should you find it appropriate to do so.

What We Are Doing

Upon discovery of the incident, we reset the password to the account and continue to utilize multifactor authentication protection on the account. We commenced an investigation into the nature and scope of the unauthorized access and conducted a thorough review of the contents of the account. We continue to review our policies and procedures for ways to enhance the existing protections we have in place.

As an added precaution, we are offering a complimentary twenty-four (24) months of access to Experian IdentityWorksSM. An Experian Identity Restoration agent is available to work with you to investigate and resolve each incident of suspected fraud, from any source, 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.

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 and credit reports. We recommend you report errors or suspicious activity to your financial institution or the appropriate service provider. 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 titled “Additional Steps to Help Protect Your Information” for contact information and resources you may take advantage of to protect against fraud or misuse.

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** December 31, 2023 (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll:
<https://www.experianidworks.com/credit>
- Provide your **activation code: ABCDEFGHI**

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 [REDACTED] by December 31, 2023. Please be prepared to provide engagement number [REDACTED] as proof of eligibility for the Identity Restoration services by Experian.

For More Information

The YMCA of Greater Hartford is very sorry for any concern or inconvenience this incident has caused or may cause you. We remain committed to protecting the information entrusted in our care. If you have any other questions or would like an alternative to enrolling online, you may call [REDACTED], toll-free Monday through Friday, 9 am - 11 pm ET and Saturday through Sunday, 11 am - 8 pm ET. Please be prepared to provide your engagement number [REDACTED] when you call.

Sincerely,

Harold Sparrow

Harold Sparrow
CEO/President

ADDITIONAL STEPS TO HELP PROTECT YOUR 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 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 1-800-525-6285 P.O. Box 105069Atlanta, GA 30348 www.equifax.com	Experian 1888-397-3742 P.O. Box 9554 Allen, TX 75013 www.experian.com	TransUnion 1-800-680-7289 P.O. Box 2000 Chester, PA 19022 www.transunion.com
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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 Fraud Alerts. A fraud alert tells businesses that check your credit that they should check with you before opening a new account. When you place a fraud alert, it will last one year, instead of 90 days. Fraud alerts will still be free and identity theft victims can still get an extended fraud alert for seven years. If you choose to place a fraud alert, we recommend you do this after activating your credit monitoring. To place a security freeze, contact the nationwide credit reporting agencies by phone or online. For more information, 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 credit reporting agencies by phone or online. If you request a freeze online or by phone, the agency must place the freeze within one business day. If you request a lift of the freeze, the agency must lift it within one hour. If you make your request by mail, the agency must place or lift the freeze within three business days after it gets your request. You also can lift the freeze temporarily without a fee. Also, do not confuse freezes with locks. They work in a similar way, but locks may have monthly fees. If you want a free freeze guaranteed by federal law, then opt for a freeze, not a lock. For more information, visit <https://www.consumer.ftc.gov/articles/0497-credit-freeze-faqs>.

Obtain Additional Information about the steps you can take to avoid identity theft from the following entities:

- **New York Residents:** New York Attorney General may be contacted at Office of Attorney General, The Capitol, Albany, NY 12224-0341, <https://ag.ny.gov>, and (800) 771-7755.

- **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.gov>, and toll-free at (877) 566-7226 or (919) 716-6000.
- **Rhode Island Residents:** Office of the Rhode Island Attorney General may be contacted at 150 South Main Street, Providence, Rhode Island 02903, www.riag.ri.gov, and (401) 274-4400. Under Rhode Island law, you have the right to obtain a police report. Three Rhode Island residents were impacted by this incident.
- **All US Residents:** Identity Theft Clearinghouse, Federal Trade Commission, 600 Pennsylvania Avenue, NW Washington, DC 20580, www.consumer.ftc.gov, 1-877-IDTHEFT (438-4338). This notification was not delayed by law enforcement.

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.